Aventail E-Class SRA 10.7 WorkPlace User Guide

Notes, Cautions, and Warnings

	NOTE: A NOTE indicates important information that helps you make better use of your system.
	CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.
	WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Table of Contents

WorkPlace Overview 5
The Network Explorer Page 6
Access Methods and Resources 7
Logging In to WorkPlace 8
Changing Your Password 9
Entering Credentials Using the Virtual Keyboard 10
Logging Out of WorkPlace 10
Accessing Network Resources 10
Using Shortcuts 11
Using the Intranet Address Box 12
Using Bookmarks 14
Adding Bookmarks 14
Reordering Bookmarks 15
Deleting Bookmarks 15
Working with Folders and Files 15
Using the Java-based Network Explorer 15
Using the HTML-based Network Explorer 21
Virtual Assist 26
What is Virtual Assist? 26
Using Virtual Assist from the Technician View 27
Using Virtual Assist from the Client View 36
Using Virtual Assist in Unattended Mode 44
Cache Cleaner and Secure Virtual Desktop 45
Using Cache Cleaner 45
Using Secure Virtual Desktop 46
Troubleshooting 48
Viewing Connection Status Information 48
Viewing Security Zone Information 48
Troubleshooting Tips 48
Contact Information 51

GNU General Public License (GPL) Source Code **51**
Limited Hardware Warranty **51**
End User Product Agreement **58**
Third-party Packages **66**

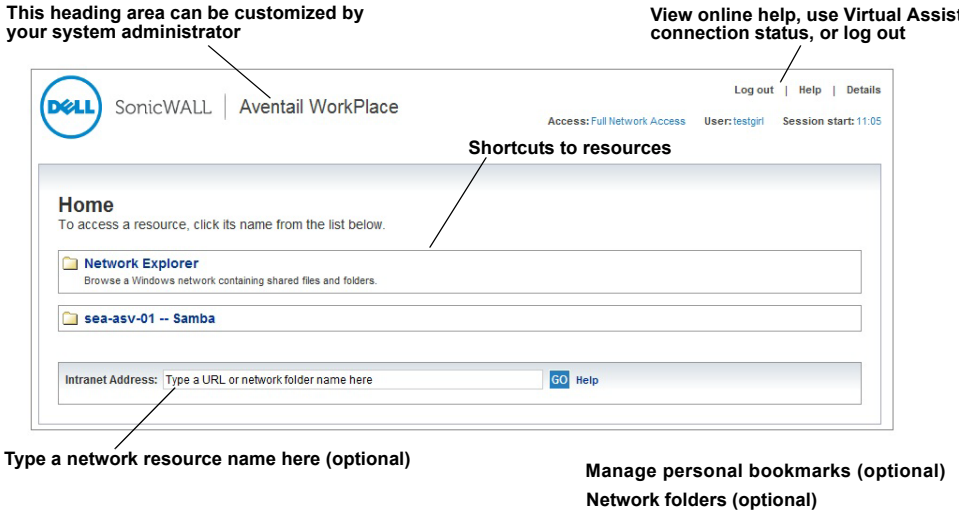
Chapter 1

Getting Started

The WorkPlace application enables you to securely access private network resources—including Web sites, Web and client/server applications, terminal servers, and shared folders or files—from a Web browser. This section provides an overview of working with WorkPlace.

WorkPlace Overview

When you start WorkPlace, the home page displays any shortcuts that your administrator has configured for you. You can click these links for direct access to Web content, applications, or shared folders and files. Some elements, such as the Network Explorer page, personal bookmarks, or the **Intranet Address** box, may not be available depending on how the home page is configured.


This heading area can be customized by your system administrator
View online help, use Virtual Assist, view connection status, or log out
SonicWALL | Aventail WorkPlace
Log out | Help | Details
Access: Full Network Access User: testgirl Session start: 11:05
Shortcuts to resources
Home
To access a resource, click its name from the list below.
Network Explorer
Browse a Windows network containing shared files and folders.
sea-asv-01 -- Samba
Intranet Address: Type a URL or network folder name here
GO Help
Type a network resource name here (optional)
Manage personal bookmarks (optional)
Network folders (optional)

Note Your WorkPlace pages may look different than the examples shown in this document. If your E-Class SRA appliance was upgraded after version 10.6.2, by default the WorkPlace pages are displayed in the format used in previous versions. The administrator can update the WorkPlace to the new format, but doing so resets the WorkPlace pages to the factory default.

The WorkPlace home page includes connection status information indicating which access methods are currently enabled and the session start time. You can click the **Details** link in this area to view your security zone status (if applicable) and see information that can be helpful in troubleshooting problems. For more information about access methods, see “**Access Methods and Resources**” on page 7. For more information about security zones, see “**Viewing Security Zone Information**” on page 48.

You can click the **Assistance** button to use the Virtual Assist feature to request assistance. See the Virtual Assist on page 26 for more information.

Depending on how your administrator has configured WorkPlace, the home page may include a **Personal Bookmarks** area that enables you to save and access your own collection of links to URLs and other resources, such as file shares. To manage your bookmarks, click the pencil icon. For more information, see Using Bookmarks on page 14.

Note To navigate to and from different pages in WorkPlace, use the navigation tools in WorkPlace (tabs or links) instead of your Web browser’s **Back** and **Forward** buttons. Clicking the browser’s navigation buttons prompts you to terminate your WorkPlace session.

The Network Explorer Page

Your system administrator can make the Network Explorer page available to you, giving you access to all the Windows network folders or files for which you have permissions. There are two versions of Network Explorer, one Java-based for most computers, and the legacy HTML based Network Explorer for small form factor devices and computers without Java.

The Java based Network Explorer displays the file system on the local machine in the left pane and the remote location in the right pane. The right pane allows you to browse network domains and computers, and their associated file shares. Using the two panes, you can manipulate files and copy between the remote and local file systems. Users can also set up bookmarks from within Network Explorer to quickly navigate through networks from the portal level.

In the HTML based Network Explorer, the navigation pane at the left displays a list of resources available on your network; the pane on the right enables you to work with folders and files.

Access Methods and Resources

WorkPlace enables you to access different types of resources. The specific resources available depend on the access methods currently enabled, as shown in the connection status area in WorkPlace. The following table describes the various access methods and the types of resources each one enables you to access.

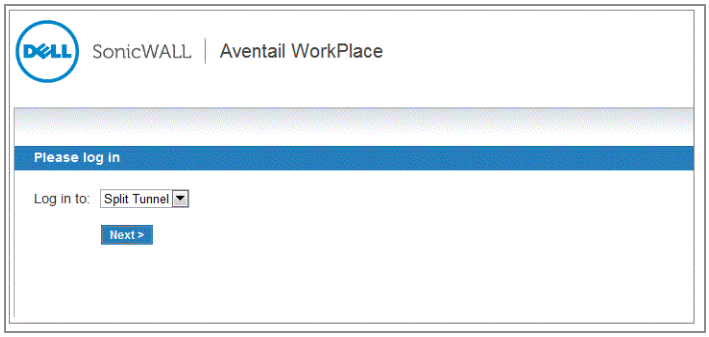
Access method	Resources available
Web	• Web content and Web-based applications that can be accessed through a browser. Examples include general Web sites (such as intranets), Outlook Web Access, and Domino Web Access.
Web and client/server	• Web content and Web-based applications that can be accessed through a browser. • Client/server applications, thin client applications, and terminal servers. Examples include Outlook, Citrix, and Windows Terminal Services.
Full network access	• Web content and Web-based applications that can be accessed through a browser. • Client/server applications, thin client applications, and terminal services. • Native Windows file access through Network Neighborhood. • Mapped network drives.

For more system status information, click **Details**. You'll see what Dell SonicWALL E-Class SRA agents are available on your device and what security zone (community) you have been assigned to. Your system administrator may also make WorkPlace shortcuts available that allow you to download and install additional clients (for example, Connect Tunnel and Connect Mobile).

Logging In to WorkPlace

Before you can access your WorkPlace resources, your identity must be verified. Depending on how your administrator has configured WorkPlace, this might mean selecting a specific login group (for example, “Employees” or “Partners”), and then providing credentials. You may be prompted for a username and password, which you can type in or enter by means of a virtual keyboard, or you may be prompted for some other form of credentials.

1. If you are presented with a **Log in to** prompt, select the appropriate group from the list. (This information is provided by your system administrator.) If the list does not contain the appropriate name, select *Other* from the list, and then type the group name in the box below the **Log in to** box.

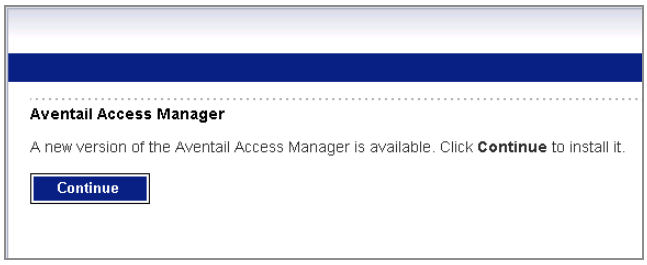


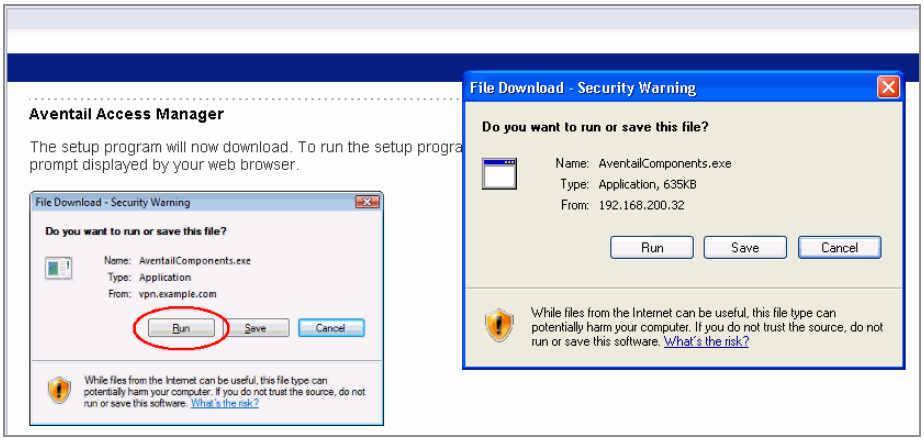
2. Click **Next**.
3. If configured by your administrator, the Acceptable Use Policy screen (AUP) appears. The AUP displays specific messages or instructions you will need to agree to. Click **Accept** to continue. If you do not accept the license agreement, you will not be able to access WorkPlace.
4. When prompted for credentials, enter them, and then click **Login**.

   Your administrator can offer an alternative method for providing your credentials using a virtual keyboard. Some administrators may even require it if, for example, there is concern that a user’s login credentials might be stolen. To enter your credentials without typing them, click **Use virtual keyboard** and point to characters on the keyboard display.

Note Keyboard entry may not be accepted when using RDP in full screen mode on Mac OS X.

5. Windows users are prompted to install the Access Manager, which takes care of installing agents and clients through the browser. Once it is installed, you automatically receive client updates. Click **Continue**, then click **Run** and accept the software if any security warnings appear.


Aventail Access Manager
A new version of the Aventail Access Manager is available. Click Continue to install it.
Continue


Aventail Access Manager
The setup program will now download. To run the setup progra
prompt displayed by your web browser.
File Download - Security Warning
Do you want to run or save this file?
Name: AventailComponents.exe
Type: Application
From: vpn.example.com
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?
File Download - Security Warning
Do you want to run or save this file?
Name: AventailComponents.exe
Type: Application, 635KB
From: 192.168.200.32
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

Note

- The URL you use to log in to WorkPlace is provided by your system administrator.
- Depending on how your administrator has configured WorkPlace, all other open browser windows may automatically close at WorkPlace startup, leaving only the WorkPlace browser window open.
- Your administrator can configure the Access Manager to start automatically when the operating system starts (Windows only).
- In some cases, you may be prompted to accept a security warning before WorkPlace can start. For more information, see "**Using Cache Cleaner**" on page 45.

Changing Your Password

Your administrator has the option of allowing you to change your own password in WorkPlace. If a user-initiated password change is allowed, you'll see the **Change password** checkbox.

1. Click the **Change password** checkbox.
2. Enter your current credentials, and then click **Log in**.
3. On the password notification page, re-enter your old password, and then enter and confirm your new one.

Entering Credentials Using the Virtual Keyboard

The administrator can offer you an alternative method of providing your credentials in WorkPlace using a virtual keyboard. Some administrators will require it if, for example, there is concern that a user's login credentials might be stolen.

1. Click the **Use virtual keyboard** checkbox: a keyboard is displayed in WorkPlace. (If your administrator requires that you use the virtual keyboard, it is already displayed.)

Log in to:
Students
Username:
Password:
` 1 2 3 4 5 6 7 8 9 0 - = BackSp
q w e r t y u i o p [ ] \
a s d f g h j k l ; '
z x c v b n m , . / Shift
US English
Use virtual keyboard Help
Log in

2. Click the letters for the username. To enter a capital letter, first click the Shift key on the virtual keyboard.
3. Use your mouse to move the cursor to the password box, and then click the letters for your password.

Logging Out of WorkPlace

When you have finished working with network resources using WorkPlace, you should log out to close your session.

To log out, click the **Log out** button in the upper-right area of the WorkPlace page.

Note Logging out of WorkPlace ends your WorkPlace session, but it does not log you out of any applications that are running on your computer. To increase security, it is good practice to close any browser windows in use by applications before you log out of WorkPlace, especially if you are working on a computer that is shared with other users.

Accessing Network Resources

You can use several methods to access a specific resource. Depending on how your administrator has configured WorkPlace, some access methods may not always be available.

- **Shortcuts:** The WorkPlace home page displays any shortcuts that your administrator has configured for you. You can click these links to directly access selected Web applications, network shares or folders, or terminal servers. For more information, see "**Using Shortcuts**" on page 11.

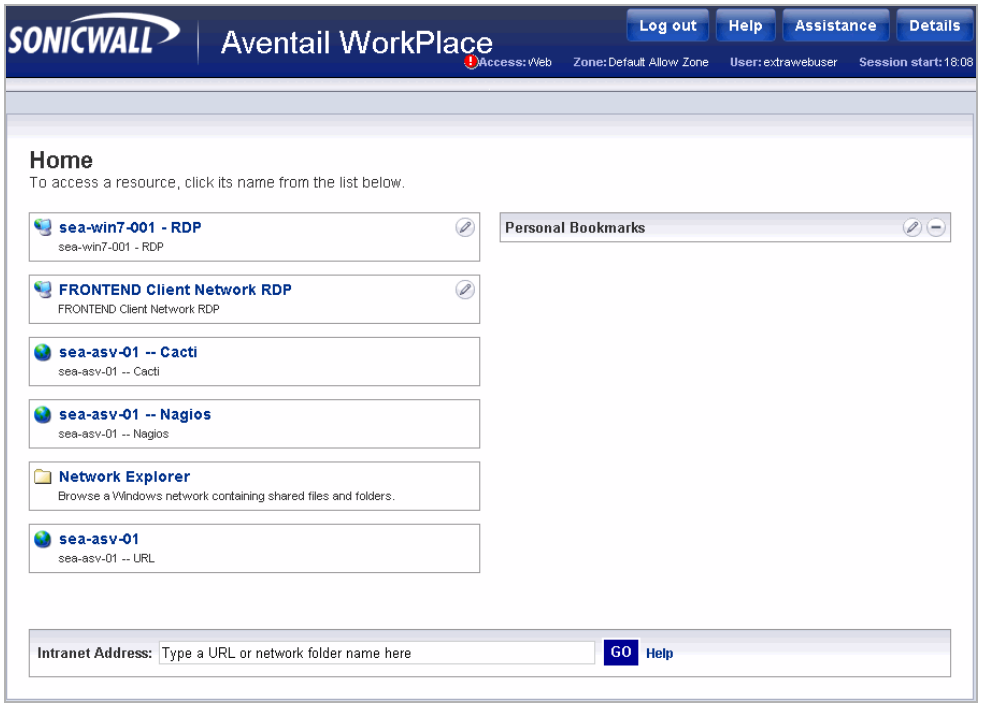
- You can use the **Intranet Address** box at the bottom of the page to access a Web resource, a network resource, or a terminal server. For more information, see "**Using the Intranet Address Box**" on page 12.
- **Personal Bookmarks:** You may be able to create your own bookmarks for quick access to resources such as URLs and file shares. For more information, see "**Using Bookmarks**" on page 14.
- **Access methods:** To find out what access agents are running, click **Details** in WorkPlace. Your administrator may also make client installation packages available for download. For more information, see "**Access Methods and Resources**" on page 7.
- **Browsing network resources:** You can use the WorkPlace Network Explorer page to browse a Windows network, including shared folders and files. For more information, see "**Working with Folders and Files**" on page 15.

Note Accessing some items may require you to log in, if special permissions are required for that item. WorkPlace first attempts to access network share resources using your WorkPlace login credentials; if the resource requires different credentials, you are prompted to supply them.

Using Shortcuts

WorkPlace shows the shortcuts that your administrator has configured for you. How they are organized—in groups, or on different pages—is up to your administrator. You can click these links to directly access Web content, applications, shared folders, or terminal servers.

Shortcuts to Windows Terminal Services or Citrix resources provide an Edit icon to allow you to change the screen resolution, if enabled by your administrator. Any changes you make will be used every time you click the shortcut for that resource. If you do not make any changes, the screen resolution set by your administrator is used.



To access a resource using a shortcut

Click the shortcut name for the resource you want to access. Web resources and terminal server resources open in a new browser window. Shared folders or files open in a separate Network Explorer window.

Note If using Google Chrome to access a Web resource and a blank page appears, disable the **Use hardware acceleration when available option** in Google Chrome.

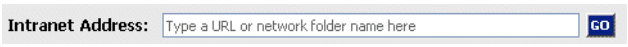
To configure the screen resolution for a resource

Click the **Edit** icon for the resource shortcut to open the **Manage custom links** dialog box. Select one of the following from the **Screen resolution** drop-down list and then click **Save**:

- To use a resolution in the list, select the desired resolution.
- To create a custom resolution, select **Custom...** and then type the desired pixel values (width x height) into the fields that appear. The minimum supported resolution is 640x480 and the maximum is 4096x2048 pixels.
- To set the resource window size as a percentage of your client screen, select **Screen Percent** and then type the desired percentage into the **percent** field that appears.
- To use your full screen to display the resource, select **Full Screen**.

Using the Intranet Address Box

Depending on how your administrator has configured WorkPlace, you may see an **Intranet Address** box, which you can use to access network resources, terminal server resources, or, when WorkPlace is running in translated mode, Web resources.



Note If using Google Chrome to access a Web resource and a blank page appears, disable the **Use hardware acceleration when available option** in Google Chrome.

Accessing Web Resources Using the Intranet Address Box

To access a Web resource, type the URL for the resource in the **Intranet Address** box, and then click **GO**. The Web resource opens in a new browser window.

Note

- If you are accessing a standard HTTP resource, you do not need to type `http://` at the beginning of the URL. However, if you are accessing a secure Web (HTTPS) resource, you must include the `https://` protocol identifier in the URL (`https://intranet.example.com`).
- To access a Web resource on a non-standard port (other than port 80), include the port number after the resource's host name. For example, `intranet.example.com:443` and `intranet.example.com:8080/SAP` are both valid entries.

Accessing Network Resources Using the Intranet Address Box

To go directly to a server, computer, or network folder, type the item's path in the **Intranet Address** box, and then click **GO**. Network Explorer opens in a new browser window, displaying the contents of the requested folder or file.

When specifying a resource name, use the Windows Universal Naming Convention (UNC) name, in the format *\\ComputerName\ShareName\Path\FileName*. For example, to view the contents of the *\sales\proposals* folder on the *common* server, type the following in the **Intranet Address** box:

```
\\common\sales\proposals
```

Note

- WorkPlace does not support unqualified host names for network resources; you must type the full UNC name when entering a network resource name in the **Intranet Address** box.
- Typing an unqualified host name in the **Intranet Address** box is interpreted as a Web resource, not a network resource. For example, if you have a Web resource named *intranet.example.com*, simply type `intranet` in the **Intranet Address** box to access it.

Accessing Terminal Servers Using the Intranet Address Box

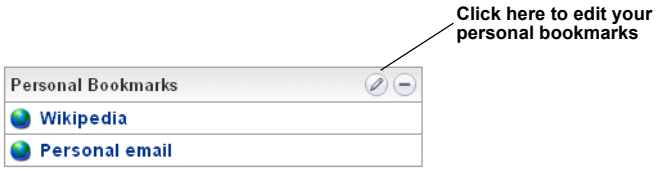
To go directly to a terminal server resource, type its URL in the **Intranet Address** box, and then click **GO**. The resource opens in a new browser window.

When specifying a terminal server resource URL, you must include the appropriate protocol identifier. If a terminal server resource contains multiple hosts, you are prompted to type the host name or IP address of the specific resource you want to access.

Terminal server type	Identifier	Sample Intranet Address box entry
Windows Terminal Services	`rdp://`	`rdp://private.xyzcompany.com/wts_server`
Citrix	`citrix://`	`citrix://private.abccompany.com/citrix_farm`

Using Bookmarks

Depending on how your administrator has configured WorkPlace, the home page may include an area where you can save and access personal links to resources such as URLs and file shares.



WorkPlace bookmarks are similar to standard Web browser bookmarks or favorites lists, except that they are stored on the E-Class SRA appliance, not on a specific computer. You can access and manage your WorkPlace personal links whenever you are logged in to WorkPlace, regardless of the computer you are using.

When you click a bookmark, the specified resource opens in a separate browser window.

Note

- To access file shares through WorkPlace bookmarks, you must be running a E-Class SRA access agent, such as one of the tunnel clients, or you must configure the bookmark to use a special URL. For more information, see "**Adding Bookmarks**" on page 14, or contact your system administrator.
- If using Google Chrome to access a Web resource and a blank page appears, disable the **Use hardware acceleration when available option** in Google Chrome.

Adding Bookmarks

After you add a bookmark, it appears in the **Personal Bookmarks** group in WorkPlace.

1. In the **Personal Bookmarks** group in WorkPlace, click the pencil icon. The **Manage bookmarks** page appears.
2. Click **New**.
3. In the **Name** box, type a short, descriptive name for the bookmark. This name will appear as the link text in the **Personal Bookmarks** group in WorkPlace.
4. In the **Address** box, type the URL or path for the resource:
   - To create a bookmark for a URL, type the URL in *host/path* format. If you are creating a bookmark for a standard HTTP resource, you do not need to type `http://` in the URL. However, if you are creating a bookmark for a secure Web (HTTPS) resource, you must include the `https://` protocol identifier in the URL (`https://intranet.example.com`).
   - To create a bookmark for a file share resource, type the file share path in Windows Universal Naming Convention (UNC) format (*ComputerName**ShareName**Path**File*). For example, to add a bookmark for the *sales**proposals* folder on the *common* server, type `\\common\sales\proposals`.
5. Click **Save**.

Reordering Bookmarks

You can control the order of your bookmarks (for example, to place the most frequently used bookmarks at the top of the list).

1. In the **Personal Bookmarks** group in WorkPlace, click the pencil icon. The **Manage bookmarks** page appears.
2. Select the check box to the left of any bookmarks you want to move, and then click **Move Up** or **Move Down**. Each click of the button moves the selected bookmarks one position in the list.
3. Click **Save**.

Deleting Bookmarks

You can delete bookmarks that you no longer need.

1. In the **Personal Bookmarks** group in WorkPlace, click the pencil icon. The **Manage bookmarks** page appears.
2. Select the check box to the left of any bookmarks you want to delete, and then click **Delete**.
3. Click **Save**.

Working with Folders and Files

WorkPlace enables you to work with network files and folders on a network using a Web browser much as if you were working locally on the network. To access file and folder utilities, click on Network Explorer. WorkPlace automatically displays one of two possible Network Explorer interfaces:

- **Java based Network Explorer** – The Java based Network Explorer has a similar look and feel to the Windows Explorer tool, featuring drag and drop, multiple file selection, and bookmark capabilities. The interface displays the local computer in the left pane and the remote location in the right pane. See “**Using the Java-based Network Explorer**” on page 15.
- **HTML based Network Explorer** – If Java is not available on the computer, the HTML-based Network Explorer is used. The HTML-based Network Explorer enables you to work with network files and folders on a network using a Web browser much as if you were working locally on the network. The Network Explorer page displays shared folders or files that you have permission to access, and provides access to file and folder utilities. You can use this Network Explorer to browse domains, servers, shares, folders, and files. Small form-factor devices and mobile devices typically use the HTML-based Network Explorer. See “**Using the HTML-based Network Explorer**” on page 21.

Using the Java-based Network Explorer

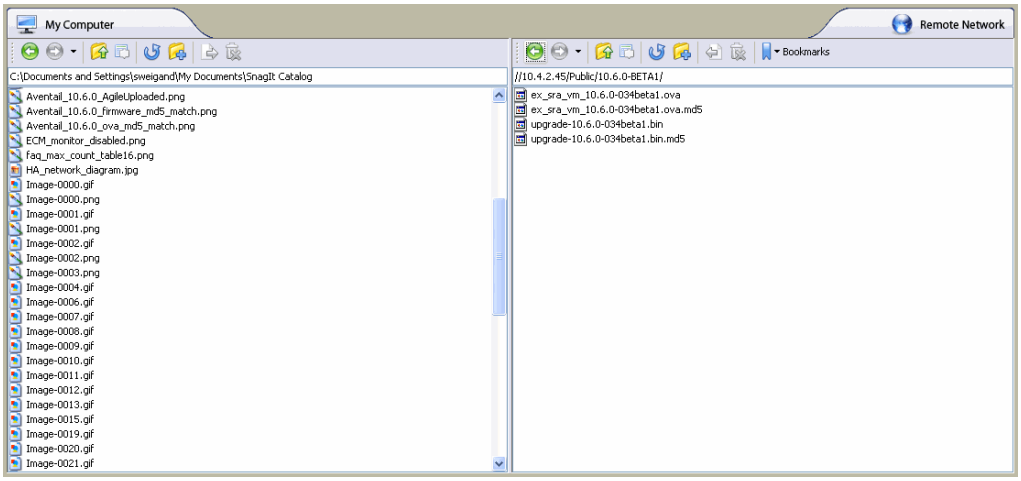
The Java-based Network Explorer displays the file system on the local machine in the left pane and the remote location in the right pane. The right pane allows you to browse network domains and computers, and their associated file shares. Using the two panes, you can manipulate files and copy between the remote and local file systems. Users can also set up bookmarks from within Network Explorer to quickly navigate through networks from the portal level.

Network Explorer leverages the Java platform browser plug-in to increase usability by mimicking the common Windows Explorer interface, featuring drag and drop and multiple file selection capabilities. With the help of the HTTPS protocol, Network Explorer securely transfers encrypted files and information to and from the EX-Series appliance. The appliance communicates this data to the individual machines on the remote network.

Note To use the Java-based Network Explorer, you must have JRE installed on your local computer. JRE Version 1.6.0 Update 24 or newer is recommended. To download the latest Java and JRE versions, visit http://www.java.com. If the latest Java and JRE versions are not installed, an HTML-based Network Explorer is used, as explained in Using the HTML-based Network Explorer on page 21.

The administrator must enable Network Explorer for users to use it. The remote computer must have shared folders for files to be copied or moved. Sharing policy must be set from within the remote computer's own operating system.

In Network Explorer, each pane has its own controls and displays a Location Bar, which shows the current path of each window. Entering a path in the Location Bar will take you to the specified location. Use backward slashes in the path for a Windows resource; otherwise, use forward slashes.



The remote pane may take some time to refresh, since the application needs to poll the EX-Series appliance for its contents. During such a procedure, the remote pane is grayed out and a "Cancel" button is displayed. Clicking the Cancel button will cancel the current operation and revert the remote pane to the previous location.

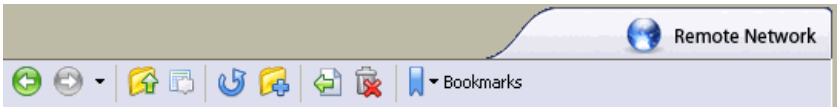
Note If the contents of the local or remote pane extend beyond the size of the window, a scroll bar will appear in the respective pane. You can scroll the window by using the scroll bar or by using a mouse wheel.

Object properties can be retrieved by right-clicking the item and selecting *Properties*. A window displaying the attributes of the object will appear.

About the Network Explorer Toolbars

Each pane has a toolbar with a set of icons for commonly used operations. Hovering the mouse cursor over these icons displays convenient tool tips to the user. Dragging the toolbar by the dotted line on the left side of it, or by an empty area at the right, undocks the toolbar into its own window. To re-dock the toolbar, simply close the window.

The toolbar for the remote pane includes the **Bookmarks** button, while the local pane does not. Bookmarks serve as useful shortcuts to quickly access different network locations. Users can create bookmarks by using the bookmark option on the right-click menu.



The buttons on the toolbar, from left to right, provide the following functions:

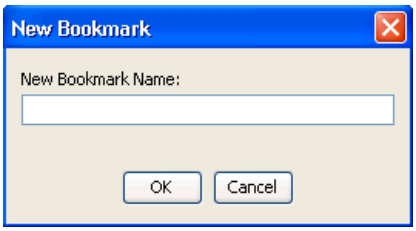
- **Back**: Traverses back in the history. Sets the current view of the window to the previous location in history. This icon is dimmed if there is no previous history location. Network Explorer maintains a 20-operation history for each pane.
- **Forward**: Traverses forward in history. This icon is dimmed if there are no forward locations in history.
- **Up**: Traverses up the directory tree to the parent directory of the current view. This icon is dimmed if the current view is of the root directory or if the parent directory cannot be resolved.
- **Sort**: Reverses the order of the listed files.
- **Refresh:** Refreshes the current view by either polling the local file system or remote network via the appliance. The refresh icon is dimmed in the remote window while its contents are being refreshed.
- **New Folder**: Creates a new folder within the respective file system. Clicking this icon will bring up the "New Folder" dialog box, allowing the user to assign a name to the new folder. This icon is dimmed when the location of the window is such that a new folder cannot be created. (eg. Root of a Windows filesystem, domain list, machine list)
- **Copy**: Copies the selected file(s)/folder(s) to the location of the remote window. Clicking this icon will bring up the "Copy" or "Move" dialog box that will show the status information of the copy procedure. If the file being copied already exists, a new dialog will show up asking the user whether or not the existing file should be replaced. The copy icon is dimmed when there are no selected files/folders to copy (eg. Nothing selected, drive or domain is selected). It is also dimmed if the remote location cannot accept files copied to it (eg. domain list, machine list).
- **Delete**: Deletes the selected files or folders.
- **Bookmarks**: (Remote pane only) Displays the list of bookmarks. You can create bookmarks by using the bookmark option on the right-click menu.

Creating Bookmarks in Network Explorer

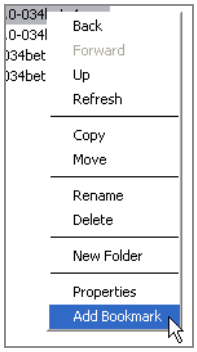
Bookmarks allow you to avoid lengthy navigations through a remote directory hierarchy, clicking one folder at a time. Creating a bookmark lets you bypass the hierarchy when accessing the target directory.

1. In the right pane of Network Explorer, navigate to the remote location for which you would like to create a bookmark.
2. To set a bookmark to the current directory, right-click in an empty location in the remote directory and select **Add Bookmark** from the right-click menu.

3. Enter a name for the new bookmark in the **New Bookmark** window that displays, then click **OK**.



4. To set a bookmark for a specific file or folder, right-click the file or folder name and then select **Add Bookmark** from the right-click menu.



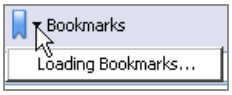
5. Enter a name for the new bookmark in the **New Bookmark** window that displays, then click **OK**.

   Your bookmarks will also appear in the **Personal Bookmarks** area of the WorkPlace home page.

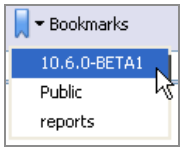
Using Bookmarks in Network Explorer

Once a bookmark is created, use it to bypass the remote directory hierarchy when accessing the target directory.

1. In Network Explorer, click on the **Bookmarks** button on the tool bar in the remote pane. A drop-down menu displays with the message *Loading Bookmarks*. Keep the mouse within the drop-down menu as Network Explorer loads the bookmarks.



2. Once the list is loaded, click the bookmark to access the desired file or folder.



Copying or Moving Files or Folders

For ease of use, there are several ways to perform file transfers using Network Explorer.

Moving or copying a directory or folder will move or copy all contents of the folder, including nested sub-directories. When a file or folder is moved, the item is deleted from the original location.

To copy or move files or folders:

1. In either the local or remote pane of Network Explorer, select the file or folder to be copied or moved.

   To select multiple items, click the items while holding the Shift or the Ctrl key. Clicking on an item again while holding the Ctrl key will de-select it from the group.

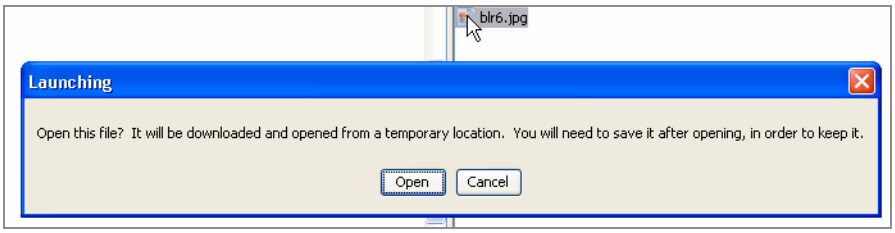
2. To copy the item to the location displayed in the other pane, do one of the following:
   - Click-and-drag the item across the center boundary. You can also drop the item onto a folder name to copy it into that folder.
   - Click the **Copy** button on the toolbar in the pane with the selected item.
   - Right-click the item and select **Copy** from the right-click menu.
3. To move the item to the location displayed in the other pane, right-click the item and select **Move** from the right-click menu.
4. If user credentials are required to create or replace a file in the target directory, an authentication window is displayed. To begin the copy or move process, enter your credentials and click **OK**. If the item cannot be moved to the target location, the operation is disallowed.
5. Wait for the operation to complete. A progress bar displays the waiting time required to copy or move the files.

Opening or Launching a File in Network Explorer

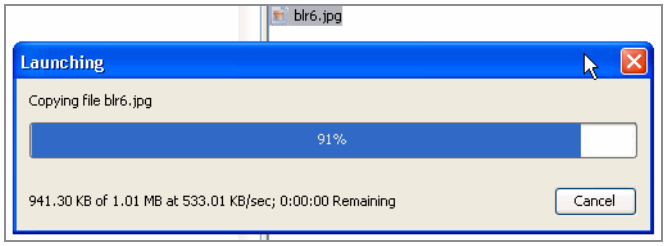
You can open files or launch applications on the remote filesystem in Network Explorer.

1. In Network Explorer, navigate to the location of the file in the remote pane.

2. Double-click on the desired file to launch it with the proper application.
3. If activating a file on the remote machine, Network Explorer will first download the file to a temporary folder on your local machine and then open it. In the Launching dialog box, click **Open** to proceed.


blr6.jpg
Launching
Open this file? It will be downloaded and opened from a temporary location. You will need to save it after opening, in order to keep it.
Open
Cancel

The progress of the download is displayed.



4. After the download completes, a message is displayed saying that you should save any changes to the file in an appropriate directory, as the file is opened in a temporary location. Click **OK** to proceed with opening or launching the file.

Information
File opened in temporary directory, be sure to save any modifications in an accessible location.
File saved under: C:\DOCUME~1\sweigand\LOCALS~1\Temp\blr6.jpg
OK

Deleting Files or Folders

You can delete files or folders in Network Explorer.

1. In either the local or remote pane of Network Explorer, select the item you wish to delete.

   To select multiple items, click the items while holding the Shift or the Ctrl key. Clicking on an item again while holding the Ctrl key will de-select it from the group.
2. Do one of the following to delete the item:
   - Click the **Delete** button on the toolbar in the pane with the selected item.
   - Right-click the item and select **Delete** from the right-click menu.
3. In the confirmation dialog box, click **Delete**.

   Network Explorer will completely delete the file or folder from the remote machine. In the case of a folder, all files and folders under that resource will be recursively deleted. These items are not sent to the recycle bin on either machine and are not recoverable.

Using the HTML-based Network Explorer

If Java is not installed on the computer, the HTML-based Network Explorer is used. The HTML-based Network Explorer enables you to work with network files and folders on a network using a Web browser much as if you were working locally on the network. The Network Explorer page displays shared folders or files that you have permission to access. You can browse these domains, servers, shares, folders, and files by clicking links on the Network Explorer page. The navigation pane at the left displays a list of resources available on your network. The pane on the right enables you to work with folders and files.

The HTML Network Explorer page provides two modes of operation:

- **Folder mode:** When working in folder mode, you can browse available folders and their contents, upload a file to a folder, download multiple files as a compressed file, create a new folder, or rename or delete a folder. For more information, see "**Working with Folders**" on page 22.
- **File mode:** When working in file mode, you can rename, copy, move, delete, or view the properties of the selected file. For more information, see "**Working with Files**" on page 23.

Navigation Tips

- When viewing the contents of a server or folder, the navigation pane shows the full path to the current folder as a hyperlink. Click any portion of the link to go directly to that folder.

  \\sales\leads\westregion\active

- To move up one level to the parent folder, click the **Up** button in the navigation pane: If you do not have permissions to access the parent folder, this button does not appear.
- To update the contents of the navigation pane, click the **Refresh** button: This ensures that you are viewing the latest version of a network resource. For example, if you create a new file or folder and it does not show up in the navigation pane, click the **Refresh** button to update the display.

Note

Accessing some items may require you to log in, if special permissions are required for that item. WorkPlace first attempts to access network resources using your WorkPlace login credentials; if the resource requires different credentials, you are prompted to supply them.

Depending on your network environment, you may be able to access folders on your networked desktop computer, mobile device, etc. To do this, you must make those folders available using the Windows Sharing feature on that computer. See your Windows documentation for more information about sharing folders.

Displaying the HTML Network Explorer Page

You can display the HTML Network Explorer page by doing one of the following (the methods available to you depend on how your administrator has configured WorkPlace):

- Click an appropriate network shortcut in WorkPlace.
- Type a UNC path name in the **Intranet Address** box.

Working with Folders

When working with folders, you must have the correct permissions to perform certain actions; these are the same permissions you would need if you were working directly on the network.

The folder page may include an option for uploading files from your computer to the current folder. If WorkPlace is not configured to allow uploading files, you will not see this option. For more information, see Uploading Files on page 25.

Viewing the Contents of a Folder

When you click a folder name, a page appears displaying that folder's contents. You can perform a number of different actions within the current folder, such as sorting items and creating, renaming, and deleting folders.

To view the contents of a folder

In the left navigation pane of the Network Explorer page, click the name of the folder you want to view. Any subfolders contained in the current folder are displayed in the left navigation pane. Any files contained in the current folder are displayed on the right.

Sorting Items in a Folder

You can sort the items in the current folder.

In the right pane of the Network Explorer page, in the top row, click **Name**, **Size**, or **Date** to sort the folder's contents. The available sort methods are as follows:

Sort method	What it does
Name	Sorts items by file name, alphabetically.
Size	Sorts items by file size, smallest to largest.
Date	Sorts items by the last time they were changed, oldest to newest.

Creating Folders

You can create a folder within the current folder.

1. In the left navigation pane of the Network Explorer page, click the name of the folder in which you want to create a new folder.
2. Click the **New Folder** button:
3. In the **New Directory Name** box, type the name of the folder you want to create, and then click **OK**.

Renaming Folders

You can rename the current folder.

1. In the left navigation pane of the Network Explorer page, right-click the name of the folder to rename.
2. Select the **Rename** option from the right-click menu.
3. In the **Rename to** box, type a new name for the folder, and then click **OK**.

Deleting Folders

You can delete the current folder if it is empty (to delete a folder that is not empty, first delete the files in it; see “**Deleting Files**” on page 26). You are prompted to confirm before deleting the folder.

1. In the left navigation pane of the Network Explorer page, click the name of the folder to delete.
2. Click the **Delete folder** button:
3. Click **Delete**.

Working with Files

When working with files, you must have the correct permissions to perform certain actions; these are the same permissions you would need if you were working directly on the network.

Opening Files

You can open a file to display its contents; however, any changes that you make to the file will not be saved to the network. To modify the contents of a file, you must download a copy of the file to your computer, save your changes to the copied file, and then upload the new version of the file to the network.

1. To open a file, double-click the file that you want to open.

   When you open a file, Web content opens in a new browser window, while other files open in their native applications.

   If the application required to open a file cannot be found, you are prompted to save or open the file.

Note Certain types of files, such as executable files or data files with proprietary file formats, must be downloaded or saved (they cannot be opened directly).

Searching for Files

You can search for files in the current folder and any subfolders. The search results are displayed as a list of links; you can click a link to display a file.

WorkPlace supports the use of wildcards when searching for files, which is useful if you do not know the full or exact name of the file you are searching for. The supported wildcard characters are “?” and “*”. The question mark (?) represents exactly one character, and the asterisk (*) represents any number of characters, including none (zero characters). For example:

Wildcard	What it matches
p*.txt	Any file that begins with *p* and has a *.txt* extension (for example, *prices.txt* or *p.txt*)
*.txt	Any file that has a *.txt* extension (for example, *prices.txt* or *sales_forecast.txt*)
pe?t.txt	Any file that begins with *pe* followed by any other single character, ends with *t*, and has a *.txt* extension (for example, *peat.txt* or *pest.txt*)

To search for files:

1. In the left navigation pane of the Network Explorer page, click the name of the folder that you want WorkPlace to search.
2. Click the **Search** button:
3. In the **Search for files** box, type the search criteria for the files.
4. Select the **Search subfolders** check box to recursively search all folders within the current folder. If this check box is not selected, only the current folder is searched.
5. Click **Search**. The search function returns a maximum of 250 results per search. If a search returns too many results, narrow your search parameters and try again.

Note The search function is configured to time out after five minutes. If a search times out, narrow your search parameters and try again.

Viewing File Details

When you click a file name, a page appears displaying information such as the file size and creation date. It also lets you perform a number of actions on the current file, such as downloading, copying, renaming, or deleting it.

To view file details, click the appropriate file name in the right pane of the Network Explorer page:

Downloading Files

You can download the current file to your local computer.

1. In the right pane of the Network Explorer page, click the file name of the file you want to download. The **File Details** page appears.
2. Click the **Download file** button:
   In most Web browsers, a dialog box appears prompting you to save or open the file.

Downloading Multiple Files as a Compressed File

You can download multiple files from a folder to your local computer as a compressed file (in *.zip* format). This provides a convenient way to download a group of files in a single file, while minimizing download time over slower network connections.

Only the files in the current folder are downloaded; you cannot include subfolders in a download.

To download a folder as a compressed file

1. In the left navigation pane of the Network Explorer page, click the name of the folder that contains the files you want to download.
2. In the right pane, select the check boxes next to any files that you want to include in the download. To select all files in a folder, select the check box at the top of the pane.

3. Click the **Download selected files** button:
4. Click **Download**. You are prompted to open the file or save it to your computer. Creating the compressed file and downloading it may take some time, depending on the size and number of files.

   Compressed files can be uncompressed using any program that can uncompress *.zip* files, such as WinZip, PKZIP, or StuffIt. Also, some versions of Windows can uncompress *.zip* files.

Uploading Files

The folder page may include an option for uploading files from your computer to the current folder. If WorkPlace is not configured to allow uploading files, you will not see this option.

1. In the left navigation pane of the Network Explorer page, click the name of the folder to which you want to upload the file.
2. Click the **Upload file** button:
3. Next to the **Source file** box, click **Browse** to locate the file you want to upload from your computer.
4. Click **Upload**.

Copying Files

You can copy a file to another folder on your network. You can also rename the file at the same time you copy it. Before copying a file, make sure that the folder to which you want to copy the file already exists. The destination folder for the copied file can be anywhere on the network.

To copy the current file:

1. In the right pane of the Network Explorer page, click the name of the file you want to copy. The **File Details** page appears.
2. Click the **Copy file** button:
3. In the **Destination path** box, type the new location for the copied file. You must specify a path for the file using the UNC name. This takes the following form: *ComputerName*\ *ShareName**Path*.
4. If you want to rename the file, type a new file name in the **Destination file** box.
5. Click **Copy**.

Renaming Files

You can rename the current file.

1. In the right pane of the Network Explorer page, click the name of the file you want to rename. The **File Details** page appears.
2. Click the **Rename file** button:
   In the **New file name** box, type the new file name, and then click **Rename**.

Moving Files

You can move a file to another location. You can also rename the file at the same time you move it. Before moving a file, make sure that the folder to which you want to move the file already exists.

1. In the right pane of the Network Explorer page, click the name of the file you want to move. The **File Details** page appears.

2. Click the **Move file** button:
3. In the **Destination path** box, type the new location for the file. You must specify a path for the file using the UNC name. This takes the following form: *ComputerName**ShareName**Path*.
4. If you want to rename the file, type the new file name in the **Destination file** box.
5. Click **Move**.

Deleting Files

You can delete one or more files from a folder. You are prompted to confirm the deletion.

To delete a single file

1. In the right pane of the Network Explorer page, click the name of the file you want to delete. The **File Details** page appears.
2. Click the **Delete file** button:
3. Click **Delete**.

To delete multiple files

1. In the left navigation pane of the Network Explorer page, click the name of the folder that contains the files to delete.
2. In the right pane, select the check boxes to the left of any files that you want to delete. To delete all of the files in the folder, select the check box at the top of the list.
3. Click the **Delete selected files** button:
4. Click **Delete**.

Virtual Assist

This section describes the Virtual Assist feature from both the technician and client point of view.

What is Virtual Assist?

Dell SonicWALL's Virtual Assist is a remote support tool that enables an administrator or help desk technician to assume control of a user's PC or laptop to provide remote technical assistance. With the user's permission, the technician downloads the executable to the user's computer, then gains instant access to the computer to diagnose and fix a problem remotely.

There are two versions of Virtual Assist, the User/Customer View and the Technician View. The customer is the person requesting assistance on their computer. The technician is the person providing assistance.

Note As of release version10.6.0, both user and technician must be running the same version of the Virtual Assist client, due to incompatibility with earlier versions.

Virtual Assist is fully supported on Windows platforms. Virtual Assist is certified to work on Windows 8/8.1, Windows 7, and Windows Vista. MAC OS and Linux clients are supported as standalone executables with full functionality. The Technician App is only supported on Windows systems.

A Virtual Assist session consists of the following sequence of events:

1. The technician launches Virtual Assist from the Aventail WorkPlace.
2. The technician monitors the Assistance Queue for customers requesting assistance.
3. The customer requests assistance by one of these methods:
   - Logging into the Aventail WorkPlace and clicking on the **Assistance** button.
   - Receiving an email invitation from the technician and clicking on the link to launch Virtual Assist.
4. The Virtual Assist application installs and runs on the customer's system.
5. The customer appears in the Virtual Assist Assistance Queue.
6. The technician clicks on the customers name and launches a Virtual Assist session.
7. The technician's Virtual Assist window now displays the customer's entire display. The technician has complete control of the customer computer's mouse and keyboard. The customer sees all of the actions that the technician performs.
8. If at anytime the customer wants to end the session, they can take control and click on an **End Virtual Assist** button in the bottom right corner of the screen.
9. When the session ends, the customer resumes sole control of the computer.

Using Virtual Assist from the Technician View

Technicians can connect to the SSL VPN appliance through two methods:

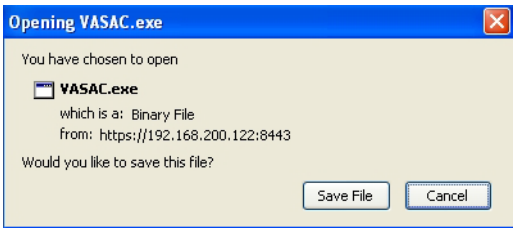
- If you are on the same LAN as the appliance, you can connect directly using the appliance's internal IP address.
- If you are not on the same LAN as the appliance, connect through OnDemand Tunnel, and then point your browser to the appliance.

Note If you already have the Virtual Assist client installed, you can launch it, then log in through the client interface. However, as the Virtual Assist client will not prompt for a password change, do not use this method with a new technician user account where the "User must change password at next login" option is enabled.

Installing the Virtual Assist Application

To launch a Virtual Assist session as a technician, perform the following steps.

1. Log in to the appliance management console and click **Virtual Assist** from the main navigation page.
2. Under the Downloads heading, click the **Download** link for the technician application.
3. A file opening dialog box appears for the **VASAC.exe** file. Click **Save File**.



4. An **Open File - Security Warning** pop-up window displays for the application. Click **Run**.

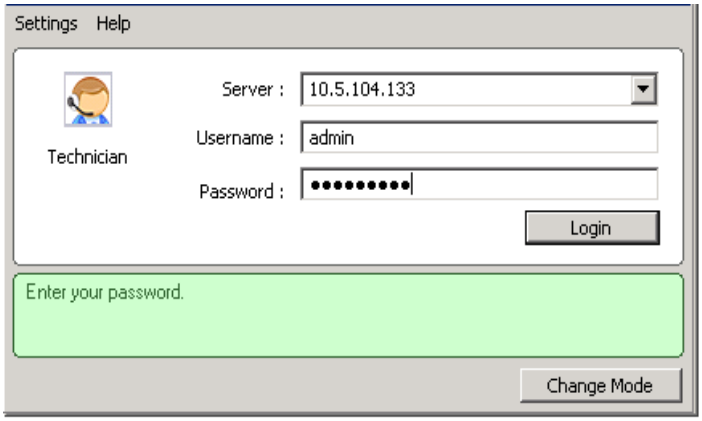
   The Virtual Assist client installs and launches. For the login procedure, see "**Launching a Virtual Assist Technician Session**" on page 31.

Selecting a Virtual Assist Mode

When you first launch Virtual Assist, by default it will be in customer mode. To change the mode, perform the following steps.

Note Virtual Assist is not supported on Macintosh PCs software version 10.6 or 10.7. Instead, clicking the **Assistance** button opens a blank window.

1. Click **Change Mode** to select one of four possible modes.



   The four Virtual Assist modes are:

   - **Customer** - Select this mode to request support. For information on customer mode, see the Using Virtual Assist from the Client View on page 36.
   - **Unattended** - Select this mode to receive support help while you are away from your computer. You will be prompted to enter a password, which the technician can then enter and assume control of your system without further confirmation from you. For information on unattended mode, see the Using Virtual Assist in Unattended Mode on page 44.
   - **Technician** - Select this mode to service customers by remotely controlling their systems. For information on technician mode, see Launching a Virtual Assist Technician Session on page 31.
   - **Virtual Access** - Select this mode to make your computer remotely accessible at all times from the Aventail E-Class SRA appliance.

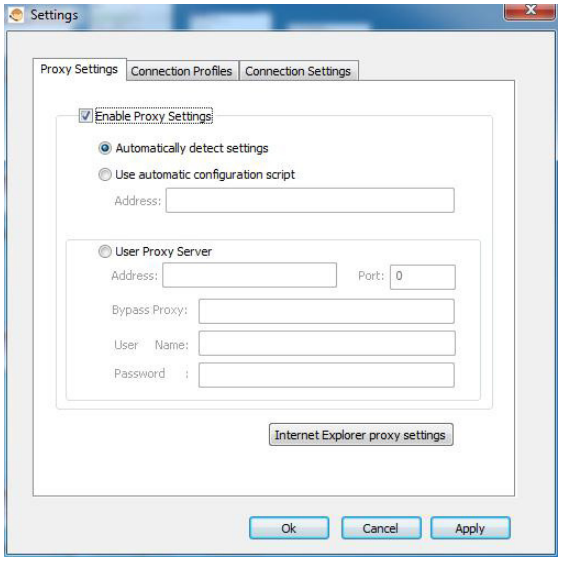
2. Click **Change Mode** again to login with the selected mode. You may be presented with additional screens, depending on the mode selected.Aventail E-Class SRA WorkPlace User Guide

Configuring Virtual Assist Settings

The Virtual Assist Settings window can be accessed either by clicking the **Settings** button in the top left corner of the application window or by right-clicking on the Virtual Assist icon in the taskbar and selecting **Settings**.

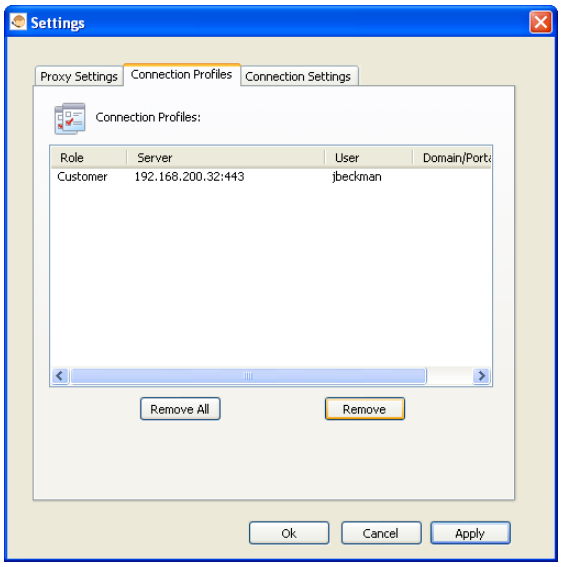
The Virtual Assist Settings window has three panes:

- **Proxy Settings** - Allows users to configure a Proxy server to access the E-Class SRA appliance. There are three options for configuring proxy settings.

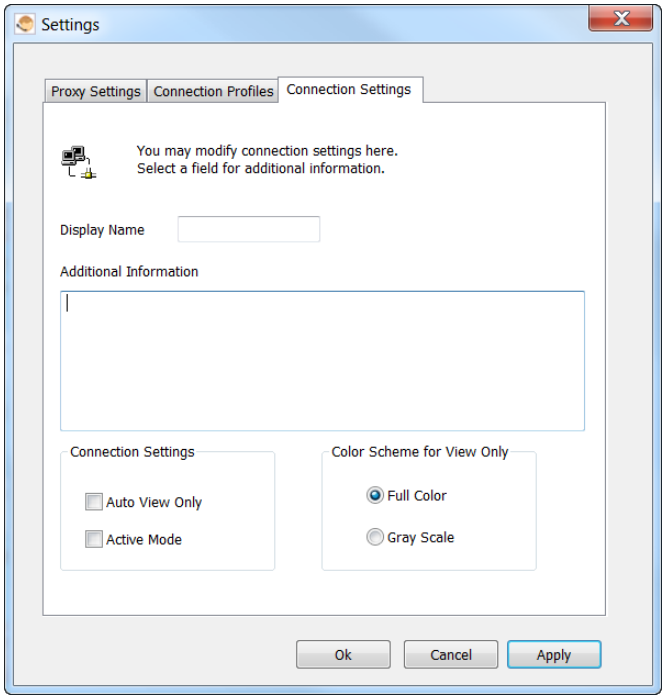


- **Automatically detect settings** - To use this setting, the proxy server must support Web Proxy Auto Discovery Protocol (WPAD), which can push the proxy settings script to the client automatically.
- **Use automatic configuration script** - If you know the location of the proxy settings script, select this option and enter the URL of the script in the Address field.
- **Use proxy server** - Select this option to enter the **Address** and **Port** of the proxy server. Optionally, you can enter an IP address or domain in the **Bypass Proxy** field to allow direct connections to those addresses that bypass the proxy server. If required, enter a **User name** and **Password** for the proxy server. If the proxy server requires a username and password, but you do not specify them in the **Properties** window, a NetExtender pop-up window will prompt you to enter them when you first connect.
- Optionally, you can click the **Internet Explorer proxy settings** button to open Internet Explorer's proxy settings page.

- **Connection Profiles** - Displays all of the Virtual Assist connection profiles that have been used on this computer. To remove a profile, select it and click the **Remove** button.



- **Connection Settings** - Allows users to customize how they are identified in Virtual Assist and the default settings of Virtual Assist customer sessions.



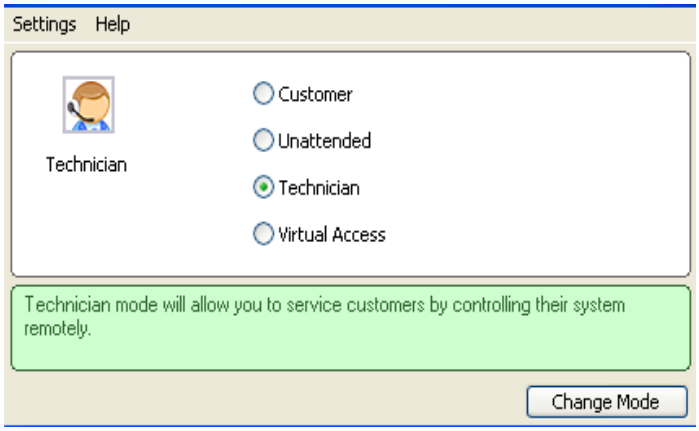
- **Display Name** - The name that will be displayed in the user queue. By default, the users E-Class SRA username is displayed. If no user name is available, the system will use “vauser.”
- **Additional Information** - Optional field to provide additional information.
- **Auto View Only** - Specifies that Virtual Assist sessions will initially launch in View-Only mode instead of Trusted mode, which is the default.
- **Active Mode** - Specifies that Virtual Assist sessions will initially launch in Active mode instead of Trusted mode, which is the default.

- **Full Color/Gray Scale**- If you specify Auto View Only, you can also choose whether to display the Virtual Assist window in full color or gray scale (black and white).

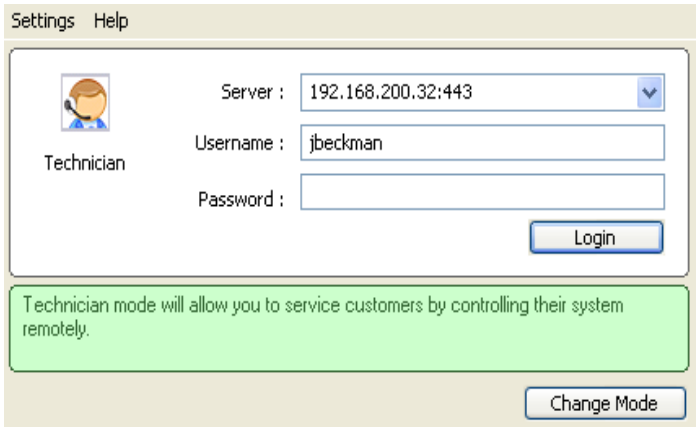
Launching a Virtual Assist Technician Session

To launch a Virtual Assist technician session to remotely assist customers, perform the following steps.

1. Launch Virtual Assist and select the Technician Mode.

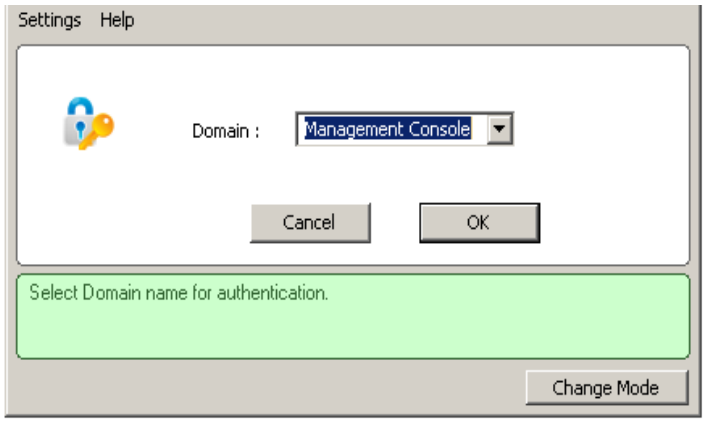


2. Click the **Change Mode** button at the lower right. In the **Server** pull-down menu, select the IP address or domain name of the E-Class SRA appliance.



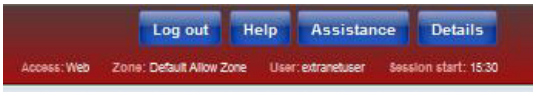
3. Enter the **Username** and **Password** for the technician account on the appliance.

4. Click **Login**.The Select Domain window displays.

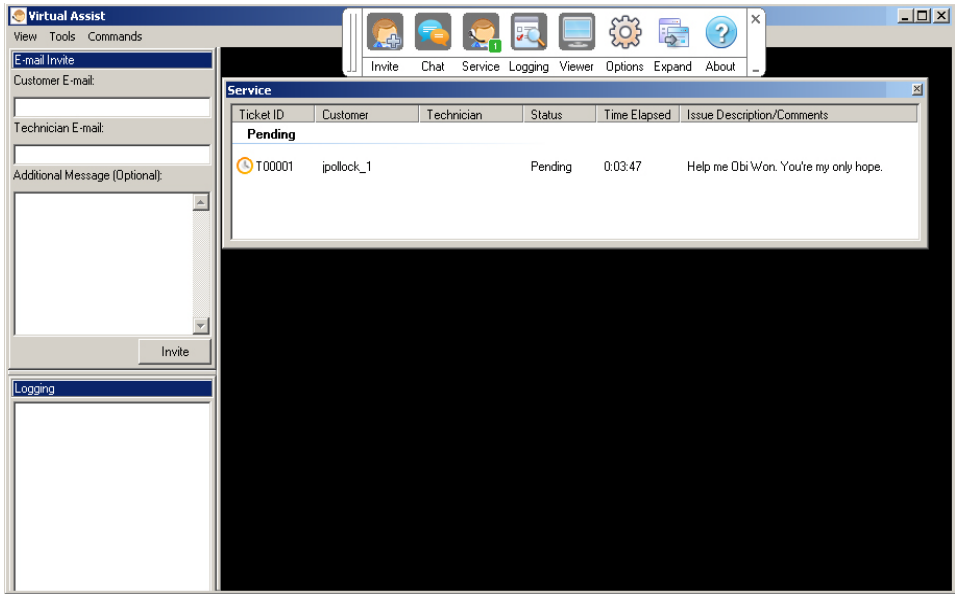


5. Select the **Domain** that the username is configured for and click **OK**.
6. The Virtual Assist standalone application launches. The Technician toolbar appears.

You can also access the Technician toolbar by clicking on the **Assistance** button in Aventail Workplace



7. Click the Viewer icon to expand to the Virtual Assist desktop.



The technician is now ready to assist customers.

Performing Virtual Assist Technician Tasks

To get started, the technician logs into the E-Class SRA appliance and launches the Virtual Assist application from the Home menu.

Note Each technician can only assist one customer at a time.

By default, the Virtual Assist window launches with the Virtual Assist toolbar at the top; the rest of the window is dedicated to the customer's screen.To display the most common panes, either click **Expand** or click **View > Classic Layout**. This will display the following panes:

- Email Invite
- Logging
- Chat
- Service

You can also use the Invite, Chat, and Service buttons on the toolbar to initiate these functions.

From the Virtual Assist application, the technician can assist customers by performing the following tasks:

- Inviting Customers by Email on page 33
- Assisting Customers on page 33
- Using the Virtual Assist Taskbar and Tab Controls on page 35

Inviting Customers by Email

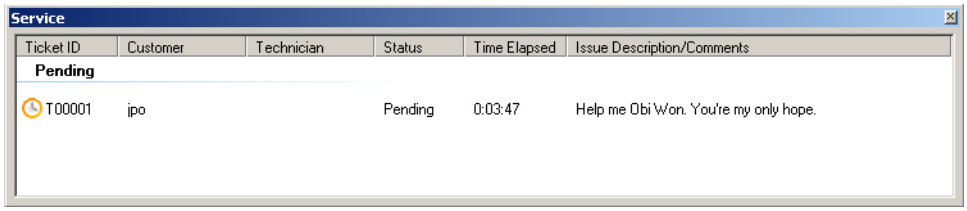
1. To invite a customer to Virtual Assist, use the email invitation form on the left of the Virtual Assist window. If it is not displayed, click the **Invite** button in the toolbar. A popup window will appear.
2. Enter the customer's email address in the **Customer E-mail** field.
3. Optionally, enter **Technician E-mail** to use a different return email address than the default technician email. Some mail servers require that an email address be entered, and that it be on a valid domain.
4. Optionally, enter an **Additional Message** to the customer.
5. Click **Invite**. The customer will receive an email with an HTML link to launch Virtual Assist.

Customers requesting assistance will appear in the Assistance Queue, and the duration of time they have been waiting will be displayed.

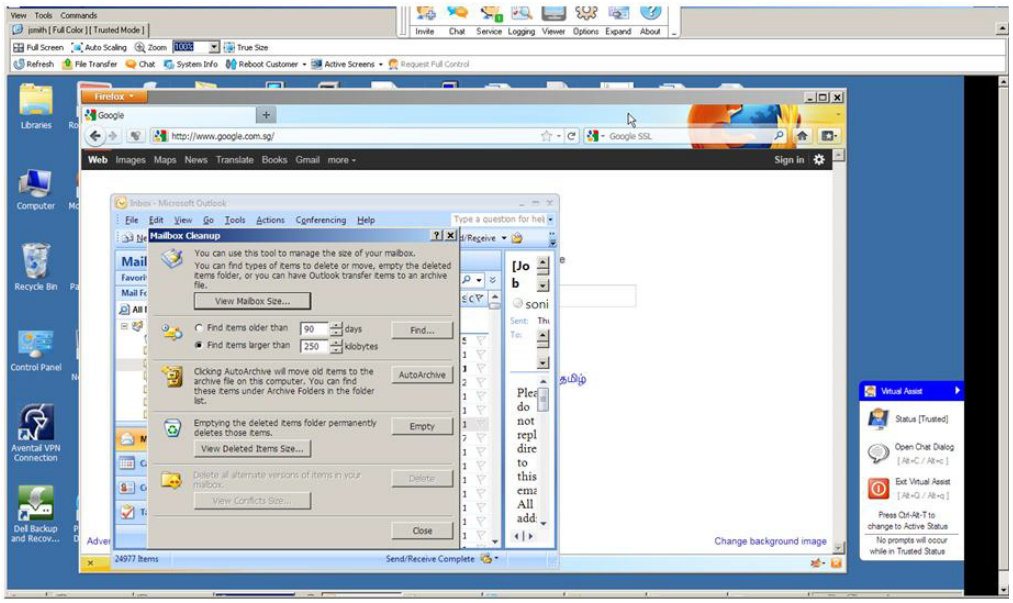
Assisting Customers

A pop-up window in the bottom right task bar alerts the technician when a customer is in the assistance queue. The customer queue is also displayed in the Service window.

1. Double-click on a customer's user name to begin assisting the customer.



2. The customer's entire desktop is displayed in the bottom right window of the Virtual Assist application.

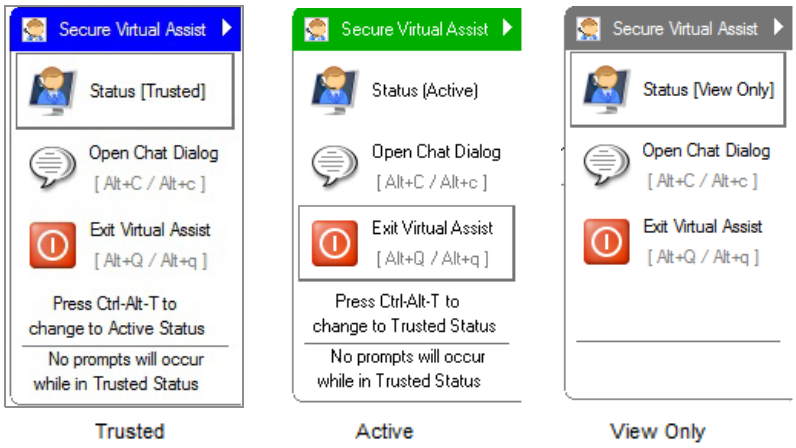


The technician now has complete control of the customer's keyboard and mouse. The customer can see all of the actions that the technician performs.

Note After taking control of the user's system the Technician cannot access functions that require administrator privileges unless the user logs in with administrator privileges. In some cases, it is necessary for the user to complete a task before the Technician can continue.

During a Virtual Assist session, the customer is not locked out of their computer. Both the technician and customer can control the computer, although this may cause confusion and consternation if they both attempt "to drive" at the same time.

A small tool bar is shown in the bottom right of the screen. The top bar changes to indicate Trusted (blue), Active (green), and View Only (gray).



The tool bar contains the following customer options:

- **Status (Trusted/Active/View Only)**- Toggles between modes to indicate the current status. Trusted indicates the whether the customer's site is in a Trusted zone, and Active indicates the customer is currently being assisted. In **View Only** mode the technician can view the customer's computer but cannot control it.
- **Chat** - Initiates a chat window with the technician.
- **End Virtual Assist** - Terminates the session.

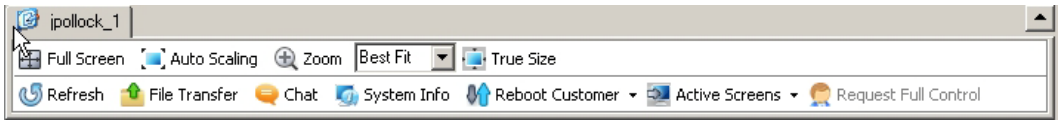
Using the Virtual Assist Taskbar and Tab Controls

The Technician's view of Virtual Assist includes a Taskbar with a number of options.

- **Invite** - Displays the Email Invite pane.
- **Chat** - Displays the chat window to communicate with the customer.
- **Service** - Displays the service queue of customers awaiting service.
- **Logging** - Displays the log window.
- **Viewer** - Displays or hide the entire Virtual Assist window.
- **Options** - Displays Connection Profile and Connection Settings options.
- **Expand** - Displays the Email Invite, Service, Logging, and Chat panes.
- **About** - Displays the version information for the Virtual Assist client.

Other functions can be performed by:

- Clicking the _ button in the bottom right corner of the Taskbar will minimize the view so only the titles of the buttons are displayed, and not the icons.
- Clicking the folder icon on the collapsed Taskbar will restore the icon view.
- Clicking the **x** in the top right of the corner closes Virtual Assist.
- Selecting **View > Tab Controls for Current Customer** displays additional shortcuts and controls:



The following options appear at the top of the Virtual Assist window.

- **Full Screen** - Expands the Virtual Assist window to the technicians entire monitor.
- **Auto Scaling** - Fits the customer's screen to the Virtual Assist window.
- **Zoom** - Customizes the zoom of the customer's screen.
- **True Size** - Zooms to the actual size of the customer's monitor resolution.
- **Refresh** - Refreshes the customer's screen.
- **File Transfer** - Opens the File Transfer utility.
- **Chat** - Opens a chat window with the customer.
- **Reboot Customer** - Reboots the customer's system.
- **Active Screens** - If more than one screen is in use, you can view any of the screens or choose to view all of them.
- **Request Full Control** - Take full control of the customer screen without requiring prompts. The customer will be asked to confirm this action.

Using Virtual Assist from the Client View

During a Virtual Assist session, you are not completely locked out of your computer. Both the technician and customer can control the computer, although this may cause confusion and consternation if they both attempt to “drive” at the same time. You can resume control when the technician is not actively typing or moving the mouse. And you can end the session at any time by clicking the **End Virtual Assist** button in the bottom right corner.

Click the **Chat** button or enter **Alt-c** to open an instant message style chat session with the technician.

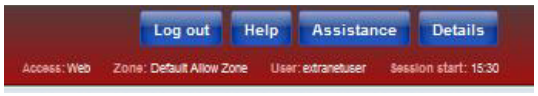
The technician can also open a Chat window to communicate with you. To chat, type text in the **Chat** window and press **Enter** or click **Send**.

The customer will first need to download and run the .exe file provided on the login page.

Initiating Virtual Assist on a Windows Client

To launch a Virtual Assist customer session to request help on your Windows computer, you need the Virtual Assist client application. There are two methods to access the client application:

- Log into Aventail WorkPlace and click the **Assistance** button.

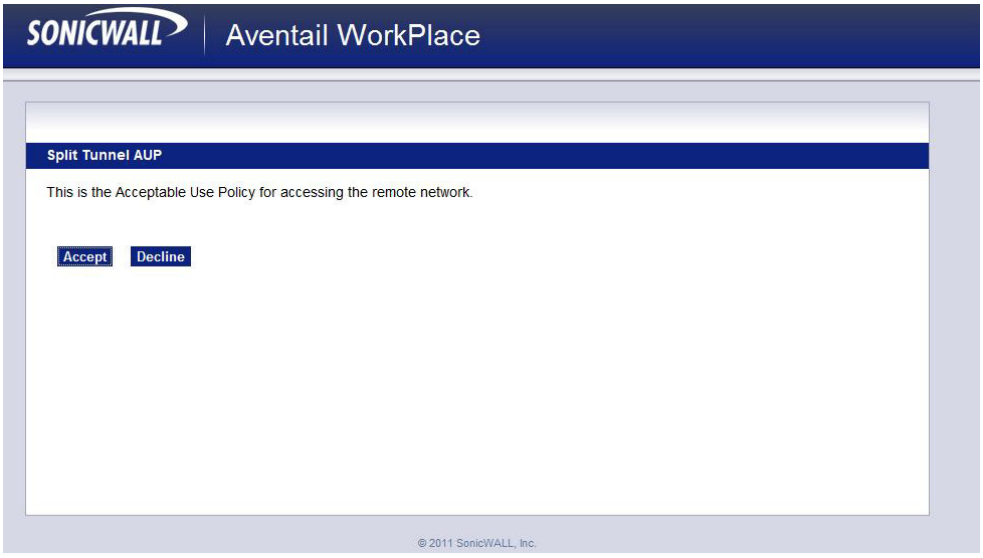


  You will be prompted to download the client application.

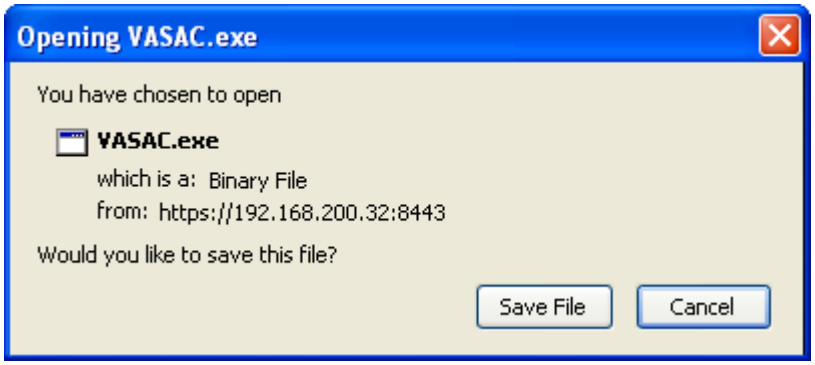
- View an email invitation and click on the link in the email. The Virtual Assist plugin will be installed.

The steps for the first method are described here. To download the client from WorkPlace and launch a Virtual Assist customer session to request help:

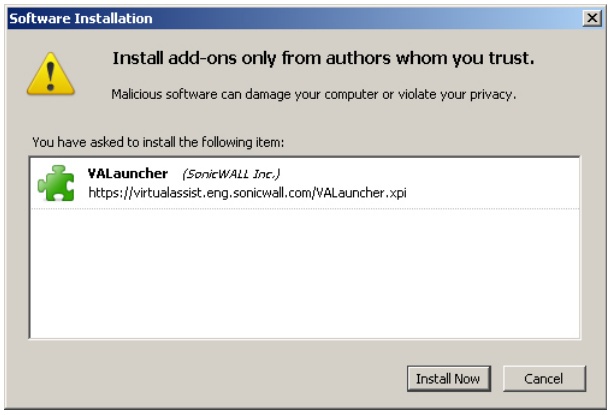
1. Log in to the Aventail WorkPlace interface.
2. If one has been configured for you, you may have an acceptable use policy agreement (AUP) displayed to you. Accept the AUP by clicking the **Accept** button. (Clicking **Decline** will terminate the session.)



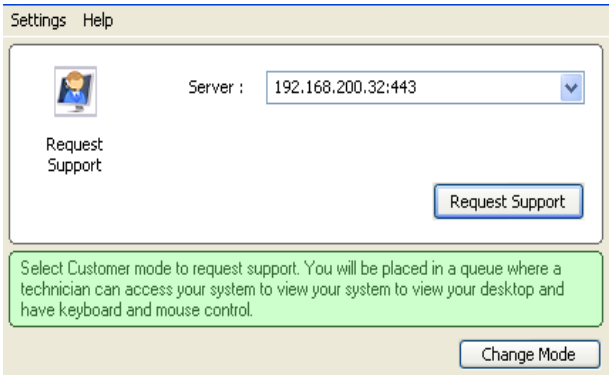
3. The login screen will appear. Enter your username and password. The application will then prompt you to download the client. The first time you launch Virtual Assist, you will be prompted to install the Virtual Assist plugin and client.



4. Click on the **Save File** button.
5. In the plugin installation window, click **Install Now**. The Virtual Assist plugin and client installs on your system. You may be prompted to restart your browser.


Software Installation
Install add-ons only from authors whom you trust.
Malicious software can damage your computer or violate your privacy.
You have asked to install the following item:
VALauncher (SonicWALL Inc.)
https://virtualassist.eng.sonicwall.com/VALauncher.xpi
Install Now
Cancel

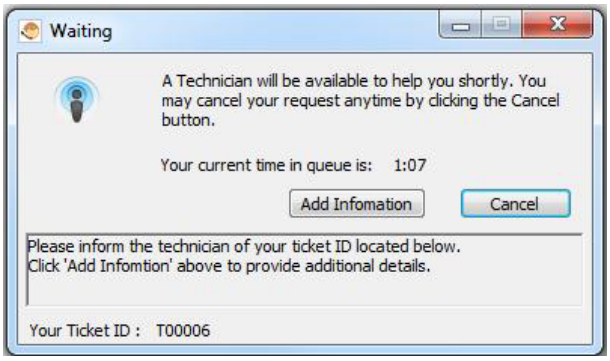
6. You can now launch Virtual Assist either from the WorkPlace window or from a shortcut that is added your Programs list under the Windows start button.
7. Double-click to bring up the login window.


Settings Help
Server :
192.168.200.32:443
Request Support
Request Support
Select Customer mode to request support. You will be placed in a queue where a technician can access your system to view your system to view your desktop and have keyboard and mouse control.
Change Mode

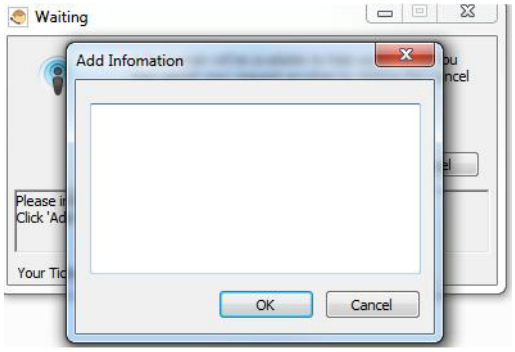
8. Enter the hostname or IP address of the E-Class SRA appliance in the **Server** field.
9. Click **Request Support** to be placed into the support queue. Your username will be your default name.

10. On occasion, an assistance code many be needed for additional authentication. In this case, the technician will provide the code. Enter the assistance code into the entry areas of the popup menu.

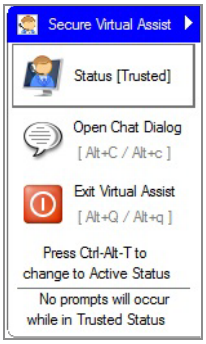
    A ticket ID is assigned when the request is placed in the queue. Its value will be displayed in the waiting dialog, which also displays how long the ticket has been in the queue. The technician will be alerted that you are ready.


Waiting
A Technician will be available to help you shortly. You may cancel your request anytime by clicking the Cancel button.
Your current time in queue is: 1:07
Add Infomation
Cancel
Please inform the technician of your ticket ID located below.
Click 'Add Infomtion' above to provide additional details.
Your Ticket ID : T00006

11. Click **Add Information** to add a description of the problem, or any other information that could be useful to the technician.



12. When the technician initiates the session, the Virtual Assist toolbar appears in the bottom right of your screen. The technician now has control of your computer.


Secure Virtual Assist
Status [Trusted]
Open Chat Dialog
[Alt+C / Alt+c]
Exit Virtual Assist
[Alt+Q / Alt+q]
Press Ctrl-Alt-T to change to Active Status
No prompts will occur while in Trusted Status

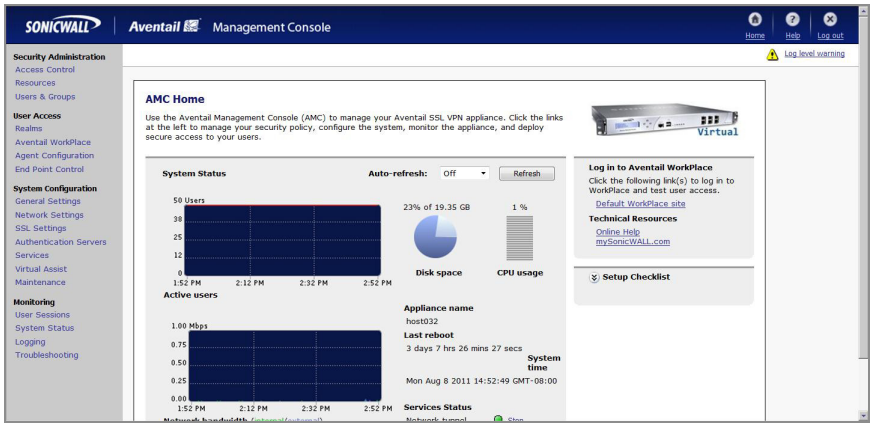
Initiating Virtual Assist on a Mac OS Client

To launch a Virtual Assist customer session to request help on your Mac OS computer, you need the Virtual Assist client application. There are two methods to access the client application:

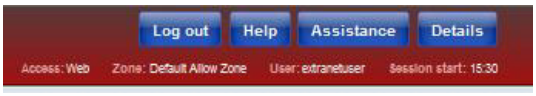
- Log into Aventail WorkPlace and click the **Assistance** button.
- View an email invitation and click on the link in the email. The Virtual Assist plugin will be installed.

The client is downloaded as a compressed tgz archive. You will need to extract the archive. After the archive is extracted, you will see the *Virtual Assist App* folder. You can then drag this folder to the *Applications* folder to install the client.

You can also download the Virtual Assist client from the Aventail Management Console (AMC) on the Virtual Assist page.



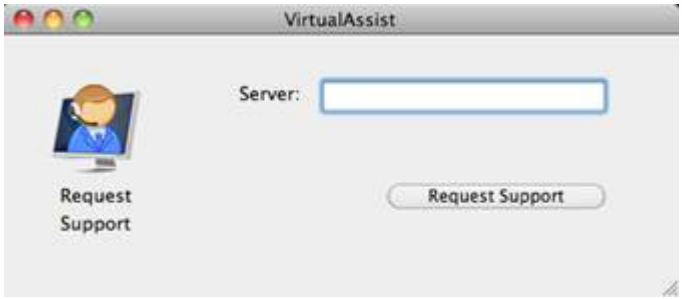
Click on **Assistance** to access the download menu.



To download the client from WorkPlace and launch a Virtual Assist customer session to request help:

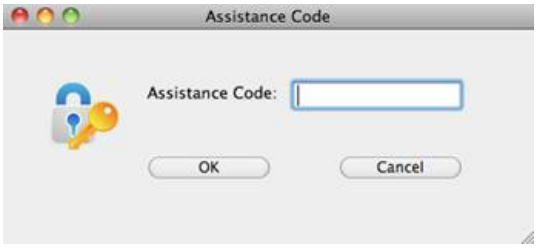
1. Log in to the Aventail WorkPlace interface.
2. Click on the **Allow** button. A plugin installation window displays. Click **Install Now**. The Virtual Assist plugin and client installs. You may be prompted to restart your browser.
3. You can now launch Virtual Assist either from the WorkPlace window or from a shortcut that is added your Programs list.

4. If the **Server** address is not auto-propagated in the login window, enter the Server address and click **Request Support**. The server address can be either an IP address or hostname of the E-Class SRA appliance.

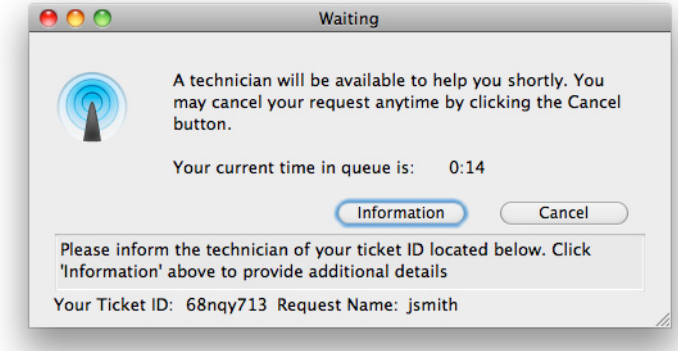


5. Enter the hostname or address of the E-Class SRA server appliance.
6. Click **Request Support** to be placed into the support queue. Your username will be your default name.

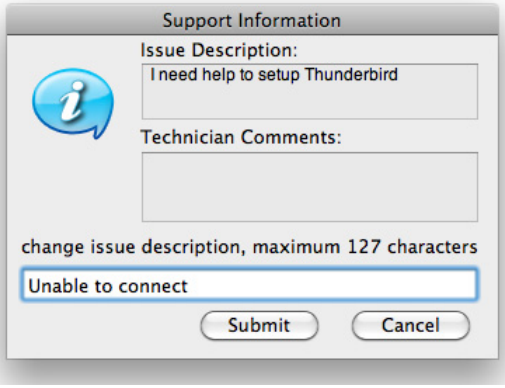
   You may be prompted to enter an **Assistance Code**



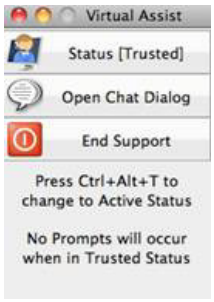
7. You may be prompted to read and accept a disclaimer. Click **OK**.
8. A pop-up window indicates that you are in the Virtual Assist queue. The technician will be alerted that you are ready. Your ticket ID number will be displayed at the bottom of the screen. Click **Cancel** to cancel the Virtual Assist request


Waiting
A technician will be available to help you shortly. You may cancel your request anytime by clicking the Cancel button.
Your current time in queue is: 0:14
Information
Cancel
Please inform the technician of your ticket ID located below. Click 'Information' above to provide additional details
Your Ticket ID: 68nqy713 Request Name: jsmith

9. Click **Add information** to provide the technician any additional information about your issue.



When the technician initiates the session, the Virtual Assist toolbar appears in the bottom right of your screen. The technician now has control of your computer.


Virtual Assist
Status [Trusted]
Open Chat Dialog
End Support
Press Ctrl+Alt+T to change to Active Status
No Prompts will occur when in Trusted Status

Initiating Virtual Assist on a Linux Client

Note Virtual Assist is fully tested on the Ubuntu distribution of Linux. It has not been tested on other Linux distributions.

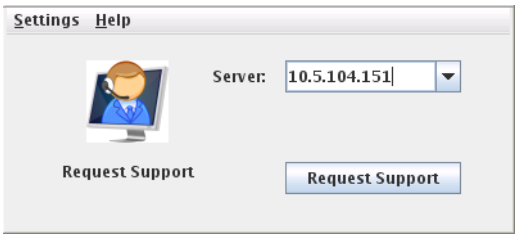
To launch a Virtual Assist customer session on your Linux computer, you can either:

- Respond to an invitation from the Technician
- Perform the steps shown below

To launch Virtual Assist:

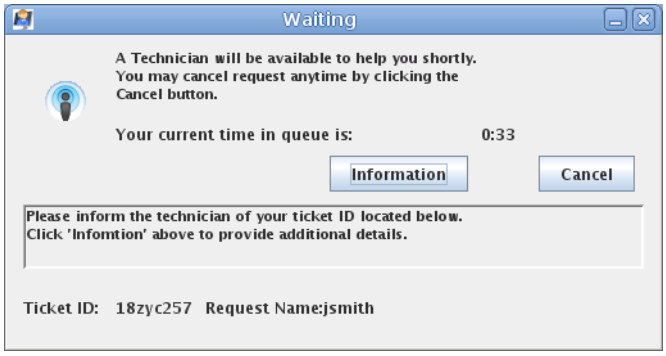
1. Log into Aventail WorkPlace and click the **Assistance** button to download the client. The client will be downloaded as a compressed tgz archive. Extract the files. You will see a Virtual Assist folder.
2. Go to the command line shell. Execute sudo /install on the folder.
3. Then type VirtualAssistGUI on the command line. The application will open.

If the **Server** address is not auto-propagated in the login window, enter the Server address and click **Request Support**. The server address can be either an IP address or hostname of the E-Class SRA EX-Series appliance.

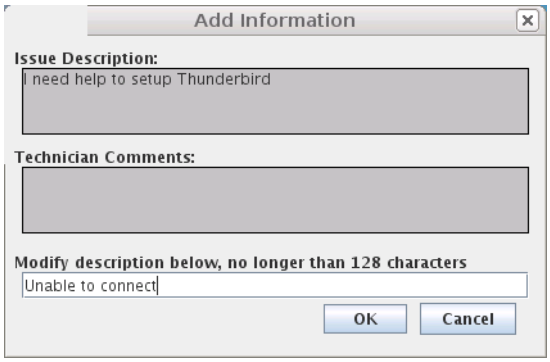


4. Enter the hostname or address of the E-Class SRA server appliance.
5. If the **Server** address is not auto-propagated in the login window, enter the Server address and click **Request Support**. The server address can be either an IP address or hostname of the E-Class SRA appliance.
6. You will be prompted to enter your user name and an **Assistance Code**.

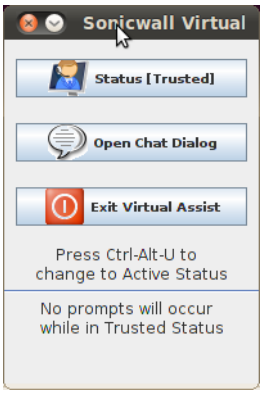
7. You may be prompted to read and accept a disclaimer. Click **OK**.
8. A pop-up window indicates that you are in the Virtual Assist queue. The technician will be alerted that you are ready. Click **Cancel** to cancel the Virtual Assist request.


Waiting
A Technician will be available to help you shortly.
You may cancel request anytime by clicking the
Cancel button.
Your current time in queue is:
0:33
Information
Cancel
Please inform the technician of your ticket ID located below.
Click 'Infomtion' above to provide additional details.
Ticket ID: 18zyc257 Request Name:jsmith

9. Click **Add information** to provide the technician with information about your issue.



When the technician initiates the session, the Virtual Assist toolbar appears in the bottom right of your screen. The technician now has control of your computer.

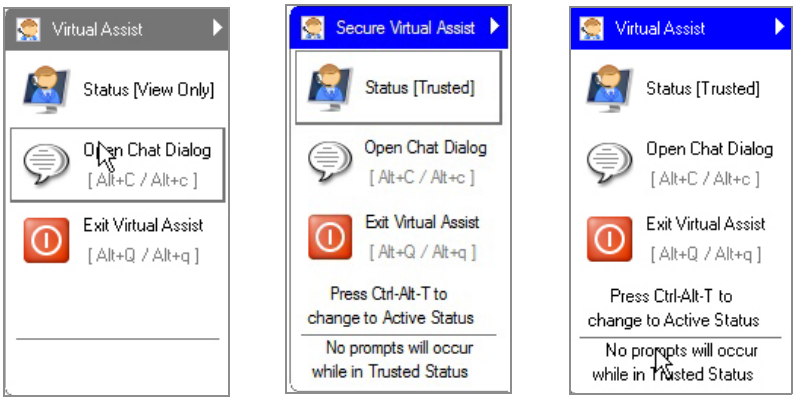

Sonicwall Virtual
Status [Trusted]
Open Chat Dialog
Exit Virtual Assist
Press Ctrl-Alt-U to change to Active Status
No prompts will occur while in Trusted Status

Changing the Virtual Assist Level of Control

There are three levels of control that a customer can grant to the technician:

- **View Only** - The technician can view the customer's computer but cannot control it.
  To switch to View Only mode, click the **Status (Active)** button. The Status switches to (View Only).
- **Active** - The technician can control the customer's computer, but the customer must give permission for certain action—such as allowing the technician to reboot the system, delete files, or over-write files on the customer's computer without the customer being repeatedly prompted for permission.
  To switch from View Only mode to Active mode, click the **Status (View Only)** button.

- **Trusted** - The technician has complete control of the customer's computer. To toggle between Trusted mode and Active mode, enter Ctrl-Alt-T.


Virtual Assist
Status [View Only]
Open Chat Dialog
[Alt+C / Alt+c]
Exit Virtual Assist
[Alt+Q / Alt+q]
Secure Virtual Assist
Status [Trusted]
Open Chat Dialog
[Alt+C / Alt+c]
Exit Virtual Assist
[Alt+Q / Alt+q]
Press Ctrl-Alt-T to change to Active Status
No prompts will occur while in Trusted Status
Virtual Assist
Status [Trusted]
Open Chat Dialog
[Alt+C / Alt+c]
Exit Virtual Assist
[Alt+Q / Alt+q]
Press Ctrl-Alt-T to change to Active Status
No prompts will occur while in Trusted Status

By default, Virtual Assist sessions are launched in Trusted mode. To modify this, click the Settings button on the top left corner of the window, select the Connection Settings tab and select either Auto View Only or Active Mode.

Ending a Virtual Assist Session

You can end the Virtual Assist session at any time. To end the session, click on the **Exit Virtual Assist** button in the bottom right corner of the screen, or enter **Alt-q**. This will end the technician's control of your computer.

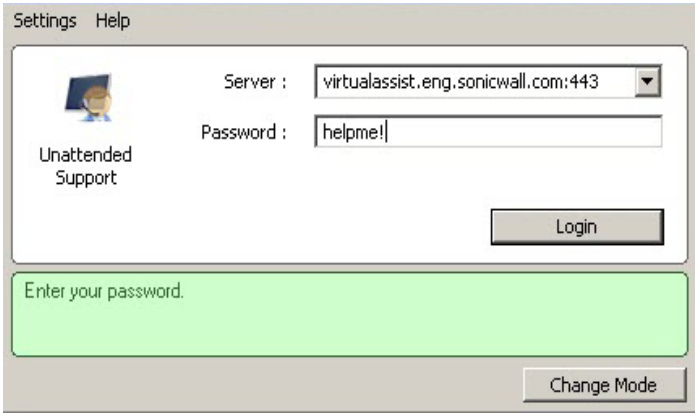
Using Virtual Assist in Unattended Mode

Note Unattended Mode is supported only on Windows clients.

Unattended Mode allows customers to set their computer to be accessible by a technician at a later time when the customer will not be available to click to confirm their consent.

To set your computer for Virtual Assist Unattended Mode:

1. Launch Virtual Assist.
2. Click **Change Mode**, select **Unattended**, and click **Change Mode** again.



3. Select or enter the IP address or domain name of the SSL VPN server.

4. Enter a **Password** and click **Login**. The Waiting window displays and shows the length of time you have been in the queue.
5. You need to provide the technician with the password you just defined. An easy way to do this is to click **Add Information** and give the technician your password.
6. Click the **Assistance** button at the top right of the main page. If the Assistance button is not displayed, contact your administrator to enable Assistance on your WorkPlace layout.

Cache Cleaner and Secure Virtual Desktop

Your system administrator can configure WorkPlace to require Cache Cleaner or Secure Virtual Desktop for data protection. Both Cache Cleaner and Secure Virtual Desktop provide data security by removing sensitive information from your computer after each session. This is especially important when you access your remote network from public computers, such as those found in Internet kiosks or hotel business centers.

Note Secure Virtual Desktop is supported only on Windows clients. Cache Cleaner is supported on clients running Windows or Mac OS X.

Cache Cleaner and Secure Virtual Desktop perform cleanup actions and then exit when you do any of the following:

- Click **Logout** on the WorkPlace portal page
- Close the browser window in which WorkPlace is running
- Manually exit Secure Virtual Desktop
- Are inactive for a certain period of time (determined by your administrator)

Before it exits, Cache Cleaner removes all temporary data cached by any Web browser used during your network session, including cookies, browser history, stored passwords, auto-completion text, downloaded files, and temporary files.

Before exiting, Secure Virtual Desktop closes any applications open within the desktop emulator, removes all programs installed via the desktop emulator, and deletes all data downloaded from the VPN and exits all VPN client programs. As part of the data deletion process, Secure Virtual Desktop obfuscates the data by writing random or “zeroed” data over it.

Using Cache Cleaner

When enabled, Cache Cleaner automatically downloads and runs each time you log in to WorkPlace. Cache Cleaner will prompt you to accept a security warning that is displayed at WorkPlace startup.

To start Cache Cleaner

During WorkPlace startup, in the security warning dialog box that appears, click **Continue**.

Note To prevent the security warning dialog box from appearing in the future, before clicking **Continue** expand **Show Options** and select the **Always trust connections to websites identified by this certificate** check box.

The Cache Cleaner icon appears in the taskbar notification area, and Cache Cleaner runs in the background during your network session.

Cache Cleaner Icon

If configured by your administrator, you can disable Cache Cleaner. Once disabled, you can enable it again. If this option is not allowed by your administrator, the **Disable** selection will be grayed out in the right-click popup menu.

To disable Cache Cleaner

Right-click the Cache Cleaner icon and select **Disable** in the popup menu.

To enable Cache Cleaner

Right-click the Cache Cleaner icon and select **Enable** in the popup menu.

At the end of your network session, Cache Cleaner removes any temporary data stored on your system.

To exit Cache Cleaner

Log out of WorkPlace.

Upon logout, WorkPlace advises you that it will close all browser windows. A dialog box is displayed to notify you of this action and confirm your logout. To close all browser windows, click **OK**. To leave your browser windows open, click **Cancel**. If you select Cancel, your cached data will be deleted when all browser windows are closed.

Using Secure Virtual Desktop

When enabled, Secure Virtual Desktop automatically downloads and runs each time you log in to WorkPlace. You are initially required to download and install the client component manager, Aventail Access Manager, as part of WorkPlace portal access. Aventail Access Manager automatically deploys Secure Virtual Desktop on your computer. This includes download and installation the first time, but returning users do not repeat the download process unless a new version is available.

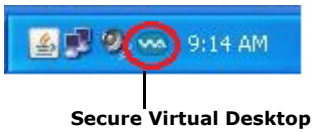
If Secure Virtual Desktop displays a security warning at WorkPlace startup, accept the security warning.

To start Secure Virtual Desktop

During WorkPlace startup, in the security warning dialog box that appears, click **Continue**.

Note To prevent the security warning dialog box from appearing in the future, before clicking **Continue** expand **Show Options** and select the **Always trust connections to websites identified by this certificate** check box.

When launch is complete, you will see the Secure Virtual Desktop background desktop image and browser portal page. The Secure Virtual Desktop icon appears in the taskbar notification area, and Secure Virtual Desktop runs in the background during your network session.



Secure Virtual Desktop icon

While running Secure Virtual Desktop, you can launch new browser windows, use browser add-ins, and run locally installed applications. You can save data to files within the desktop emulator session for purposes of uploading. You can also download and install new programs within the context of the desktop emulator. These programs are only accessible within the Secure Virtual Desktop window.

All data transferred to the client file system via the WorkPlace portal session is protected from access by any application running outside the desktop emulator session. This prevents opening the file outside the context of Secure Virtual Desktop.

If enabled by your administrator, you can switch between Secure Virtual Desktop and your normal desktop.

To switch between the Secure Virtual Desktop window and your normal desktop

Right-click the Secure Virtual Desktop icon and select **Switch** in the popup menu.

You can also use the right-click menu to exit Secure Virtual Desktop.

To exit Secure Virtual Desktop

Right-click the Secure Virtual Desktop icon and select **Exit** in the popup menu.

At the end of your network session, Secure Virtual Desktop closes any applications open within the desktop emulator, removes all programs installed via the desktop emulator, and deletes all data downloaded from the VPN and exits all VPN client programs. As part of the data deletion process, Secure Virtual Desktop obfuscates the data by writing random or “zeroed” data over it.

Upon logout, WorkPlace advises you that it will close all browser windows. A dialog box is displayed to notify you of this action and confirm your logout. To close all browser windows, click **OK**. To leave your browser windows open, click **Cancel**. If you select Cancel, your cached data will be deleted when all browser windows are closed.

Troubleshooting

This section describes how to troubleshoot basic connection problems.

Viewing Connection Status Information

If you are having trouble accessing your network resources through WorkPlace, your system administrator may ask you for connection status information. You can view status information for any enabled access methods by clicking the **Details** link in the connection status area in WorkPlace. This displays the WorkPlace **System status** page, which includes information that can be helpful in troubleshooting connection problems.

In the **Aventail agents** area of the **System Status** page, you can click an agent's **Details** link to view additional connection status information.

Viewing Security Zone Information

Depending on how your administrator has configured WorkPlace, the **System status** page may display information about your current security zone. Your zone is determined by your environment or the type of computer you are using to access WorkPlace. For example, if you log in to WorkPlace from a laptop that your IT department owns and maintains, you may be placed in a more "trusted" zone than if you are logging in from an airport kiosk.

Your zone status may determine whether an E-Class SRA data security agent (such as Cache Cleaner or Secure Virtual Desktop) is deployed. This zone information can also be helpful in troubleshooting WorkPlace problems.

Troubleshooting Tips

This section describes how to troubleshoot basic WorkPlace problems.

Troubleshooting Full Network Access Problems

If you are having trouble connecting to your network resources with full network access, see if your problem is addressed in the following list of troubleshooting tips. If the problem persists, contact your system administrator.

- If you use a personal firewall, you must configure the firewall before you can access your network resources. To do this, configure the firewall to allow *ngvpnmgr.exe* to access the Internet, and add the remote network's host name or IP address as a trusted host or zone. For more information, contact your system administrator.
- Depending on how your administrator has configured WorkPlace, your local network resources may be unavailable when you are connected to the VPN. If you are unable to access a local network resource, such as a network printer, quit the access agent or log out of WorkPlace and then try again.
- If you are a restricted user (that is, without administrative privileges), ensure that your Web browser is configured to support Java. Note that you must be running the Java Runtime Environment (JRE); the Microsoft JVM is not supported.
- If you are an unrestricted user, ensure that your Web browser is configured to enable either ActiveX controls or Java.
- If you are prompted to enable the ActiveX control in your Web browser, be sure to click **Yes**.

- If you receive an error message indicating that the tunnel could not be established, contact your system administrator for more information.
- If you have full network access, you will see an icon in the taskbar notification area. If the access agent stops running or if you experience an interruption in service, a connection-status alert appears above this icon. The information displayed in this alert may be helpful in troubleshooting the problem.

Troubleshooting Agent Provisioning or Activation Problems

The first time you log in to WorkPlace, you may be prompted to install Aventail Access Manager. It installs and manages updates for any agents required to access your network. If an error occurs during the installation process, it is recorded in a log file that your system administrator can use to troubleshoot the problem. Once Aventail Access Manager is installed, the only other time you may be (briefly) aware of it is when an agent needs to be updated.

If you are having trouble installing or using an access agent, try the following:

- Enable ActiveX in your Web browser.
- Enable Java in your Web browser.
- Install the Java Runtime Environment (JRE) on your system.
- If you use a personal firewall, you may be prompted to block or permit access to Aventail Access Manager when you install it, or when you try to run an access agent. This dialog may pop up behind the WorkPlace browser window: if your login seems stalled, check to see if a security dialog is awaiting a response from you. If you are prompted, choose to permit access.
- Have your system administrator grant you the privileges required to install software on your computer.

After you have corrected the problem, click **Clear system profile** on the **System status** page to re-initialize your system, log out of WorkPlace, and then log in again.

In some cases, an access agent may not be activated due to a general connection error. If this occurs, log out of WorkPlace and then log in again.

Appendix A
Support Information

This appendix contains the following sections:

- Contact Information on page 51
- GNU General Public License (GPL) Source Code on page 51
- Limited Hardware Warranty on page 51
- End User Product Agreement on page 58
- Third-party Packages on page 66

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For timely resolution of technical support questions and the latest technical support telephone numbers, visit Dell SonicWALL on the Internet.

Support Contact Information:
Contact Support Page - http://www.sonicwall.com/us/support/contact.html
Contact Dell SonicWALL Page - http://www.sonicwall.com/us/company/286.html

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General Public License Source Code Request
Dell SonicWALL, Inc. Attn: Jennifer Anderson
2001 Logic Drive
San Jose, CA 95124-3452

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DAMAGES. Under certain open source software licenses, you are entitled to obtain the corresponding source files. You may find corresponding source files for the Software at http://opensource.dell.com or other locations that may be specified to you by Dell.

17. **Right to Preliminary and Injunctive Relief**. You agree that money damages would be an inadequate remedy for Dell in the event of a breach or threatened breach by you of the provisions set forth in this EULA; therefore, you agree that in the event of a breach or threatened breach of any such provisions, Dell may, in addition to any other remedies to which it is entitled, be entitled to such preliminary or injunctive relief (including an order prohibiting you from taking actions in breach of such provisions) and specific performance as may be appropriate to preserve all of Dell's rights. All rights and remedies afforded Dell by law shall be cumulative and not exclusive.

18. **Choice of Law and Language**. This EULA shall be governed by the laws of the State of Texas, USA, to the exclusion of the UN Convention on Contracts for the International Sale of Goods. You acknowledge that the headquarters of the Dell family of companies is located in Texas, and that the software licensed under this EULA and the related products marketed in connection with such software were in substantial part conceived, developed, and marketed by Dell personnel in Texas. Further, you acknowledge, agree, and stipulate that the laws of the State of Texas bear a substantial relationship to this EULA and that the selection of Texas law to govern this EULA and the license of the Software hereunder is reasonable and appropriate, and you consent to the selection of such law to govern this EULA and the relationship of the parties hereto. This EULA has been agreed only in the English language, which version of this EULA shall be controlling regardless of whether any translations of this EULA have been prepared or exchanged. As an exception to the preceding sentence, if Dell provides this EULA to you only in a non-English language version, then such non-English language version shall control. You acknowledge and represent that you have carefully reviewed this EULA with the involvement and assistance of your employees, advisors, and/or legal counsel fluent in the English language, that you have consulted with local legal counsel and counsel competent to render advice with respect to transactions governed by the law applicable to this EULA, that you have no questions regarding the meaning or effect of any of this EULA's terms, and that you have obtained high-quality translations of this EULA for use by you or any of your team who are not fluent in the English language, with the understanding that you alone shall bear the risk of any misunderstandings that may arise as a result of such translation. All communications in connection with this EULA shall be in the English language.

    Les parties ont demandé que cette convention ainsi que tous les documents qui s'y rattachent soient rédigés en anglais.

19. **Dispute Resolution and Binding Arbitration**. ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN YOU AND DELL arising out of or in connection with this EULA, or the breach, termination or validity thereof shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce (“ICC”) by one or more arbitrators with expertise in software licensing appointed in accordance with such rules. The arbitration shall be conducted in the English language. The place of the arbitration shall be a commercial center reasonably chosen by the arbitration panel in a third country so as to ensure that the award resulting from the arbitration shall be of an international character and enforceable under the New York Convention on the Recognition and Enforcement of Foreign Arbitral Awards. The arbitration panel shall be empowered to grant whatever relief would be available in court, including without limitation preliminary relief, injunctive relief, and specific performance. Any award of the arbitration panel shall be final and binding immediately when rendered, and judgment on the award may be entered in any court of competent jurisdiction. Neither you nor Dell shall be entitled to join, consolidate, or include any claims belonging to or alleged or arising from, by, or on behalf of any third party to an arbitration brought hereunder. The individual

(non-class) nature of this dispute resolution provision goes to the essence of the parties' dispute resolution agreement, and if found unenforceable, the entire arbitration and dispute resolution provision shall be void. Notwithstanding the foregoing, Dell may apply to any relevant government agency or any court of competent jurisdiction to preserve its rights under this EULA and to obtain any injunctive or preliminary relief, or any award of specific performance, to which it may be entitled, either against you or against a non-party; provided, however, that no such administrative or judicial authority shall have the right or power to render a judgment or award (or to enjoin the rendering of an arbitral award) for damages that may be due to or from either party under this EULA, which right and power shall be reserved exclusively to an arbitration panel proceeding in accordance herewith.

20. **No Waiver**. No waiver of breach or failure to exercise any option, right, or privilege under the terms of this EULA on any occasion shall be construed to be a waiver of a subsequent breach or right to exercise any option, right, or privilege.
21. **Force Majeure**. Dell shall not be responsible for any delay or failure in performance of any part of this EULA to the extent that such delay or failure is caused by fire, flood, explosion, war, embargo, government requirement, civil, or military authority, act of God, act or omission of carriers, failure of the Internet or other similar causes beyond its control.
22. **No Assignment.** Except as set forth herein, you may not assign or transfer your interests, rights or obligations under this EULA by written agreement, merger, consolidation, operation of law or otherwise, without the prior written consent of an authorized executive officer of Dell. Any attempt to assign this EULA by you without such prior written consent from Dell shall be null and void.
23. **Entire Agreement.** Unless you have entered into another written agreement with respect to the Software which has been signed by you and an authorized representative of Dell and which conflicts with the terms of this EULA, you agree that this EULA supersedes all prior written or oral agreements, warranties or representations, including any and all other click-wrap, shrink-wrap or similar licenses or agreements, with respect to the Software. No amendment to or modification of this EULA, in whole or in part, will be valid or binding unless it is in writing and executed by authorized representatives of both parties. If any term of this EULA is found to be invalid or unenforceable, the remaining provisions will remain effective. You agree that any principle of construction or rule of law that provides that an agreement shall be construed against the drafter shall not apply to the terms and conditions of this EULA.
24. **Notices.** Notice to Dell under this EULA must be in writing and sent to the address below or to such other address (including facsimile or e-mail) as specified in writing, and will be effective upon receipt.

Dell Inc., Attn: Dell Legal
One Dell Way, Round Rock, Texas 78682
Last rev. 021812

Supplemental Terms and Conditions:

END OF DOCUMENT

End User Product Agreement

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE SONICWALL PRODUCT. BY INSTALLING OR USING THE SONICWALL PRODUCT, YOU (AS THE CUSTOMER, OR IF NOT THE CUSTOMER, AS A REPRESENTATIVE/AGENT AUTHORIZED TO BIND THE CUSTOMER) INDICATE ACCEPTANCE OF AND AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT FOR AND ON BEHALF OF THE CUSTOMER. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT, THEN DO NOT

USE THE PRODUCT AND RETURN IT TO THE PLACE OF PURCHASE WITH PROOF OF PURCHASE WITHIN THIRTY (30) DAYS OF PURCHASE FOR A REFUND. IF YOU DO PROCEED TO INSTALL OR USE THE SONICWALL PRODUCT, YOU WILL HAVE INDICATED ACCEPTANCE AND AGREEMENT WITH THE TERMS AND CONDITIONS HEREIN. NOTWITHSTANDING THE FOREGOING, THIS AGREEMENT SHALL NOT SUPERSEDE ANY OTHER SIGNED AGREEMENT BETWEEN YOU AND SONICWALL THAT EXPRESSLY GOVERNS USE OF THE SONICWALL PRODUCT. IN INSTANCES WHERE YOU PURCHASE THROUGH A RESELLER OR DISTRIBUTOR, FINAL PRICES AND TERMS AND CONDITIONS OF SALE, INCLUDING WITHOUT LIMITATION ANY TERMS REGARDING PAYMENT OR RETURNS, WILL BE AS AGREED BETWEEN YOU AND THE THIRD PARTY FROM WHICH YOU MAKE SUCH PURCHASES; HOWEVER, THE TERMS SET FORTH HEREIN REGARDING YOUR USE OF THE SOFTWARE REMAIN APPLICABLE.

"Product" means the SonicWALL labeled hardware and related documentation ("Hardware") and/or proprietary SonicWALL labeled software, firmware and related documentation ("Software") purchased by you (“Customer” or “you”) either directly from SonicWALL or a Reseller. “Services” means the Support Services described below and any other services provided with or for the Products directly by SonicWALL or its agents. “Reseller” shall mean those entities to which SonicWALL or SonicWALL’s authorized distributors distribute the Products for resale to end users. Except as otherwise agreed upon by the parties, this Agreement will also cover any updates and upgrades to the Products provided to Customer by SonicWALL directly or through a Reseller (except as may be otherwise indicated, such updates and upgrades shall be deemed Products).

1. LICENSE(S) AND RESTRICTIONS

(a) Licenses. Subject to the terms and conditions of this Agreement, SonicWALL grants to Customer, and Customer accepts from SonicWALL, a nonexclusive, non-transferable (except as otherwise set forth herein) and non-sublicensable license (“License”) to:

(i) execute and use the Software on the Hardware with which the Software is provided (pre-installed) in accordance with the applicable Documentation; and,

(ii) for Software provided in standalone form (without Hardware), install, execute and use the Software on the Hardware or hardware device(s) on which it is intended to be used in accordance with the applicable Documentation and the License purchased. If Customer purchased multiple copies of standalone Software, Customer’s License to such standalone Software includes the right to install, use and execute up to the number of copies of Software Licenses purchased.

In addition, the License includes the right to (x) make a reasonable number of additional copies of the Software to be used solely for non-productive archival purposes, and (y) make and use copies of the end user documentation for Hardware and/or Software provided with the Products (“Documentation”) as reasonably necessary to support Customer’s authorized users in their use of the Products.

(b) License Limitations. Order acknowledgments, Documentation and/or the particular type of the Products/Licenses purchased by Customer may specify limits on Customer’s use of the Software, and which limits apply to the License(s) granted hereunder for such Software. Such limits may consist of limiting the number of copies of the Software, the term of the License, or the number or amount of nodes, storage space, sessions, calls, users, subscribers, clusters, devices, ports, bandwidth, throughput or other elements, and/or require the purchase of separate Licenses to use or obtain particular features, functionalities, services, applications or other items. Use of the Software shall be subject to all such limitations.

(c) For Customer’s Internal Business. Each License shall be used by Customer solely to manage its own internal business operations as well as the business operations of its Affiliates. Notwithstanding the foregoing, if Customer is in the regular business of providing firewall, VPN

or security management for a fee to entities that are not its Affiliates (“MSP Customers”), Customer may use the Products for its MSP Customers provided that either (i) Customer, and not MSP Customers, maintain control and possession of the Products, and (ii) MSP Customers do not use the Software.if MSP Customers have possession and/or control of Products in whole or in part, this Agreement must be provided to MSP Customers and they must agree that their use of the Products is subject to the terms and conditions of this Agreement. Customer will not provide, make available to, or permit use of the Software in whole or in part by, any third party, including MSP Customers and contractors, without SonicWall's prior written consent, unless such use by the third party is solely on Customer’s behalf, is strictly in compliance with the terms and conditions of this Agreement, and Customer is liable for any breach of this Agreement by such third party.Customer agrees to indemnify and hold SonicWALL harmless from and against any claims by MSP Customers against SonicWALL relating to the Products and/or Customer’s services for MSP Customers. “Affiliate” means any legal entity, controlled by a party to this Agreement, but only for so long as such control relationship exists.

(d) Evaluation License. If the Software is provided by SonicWALL or a Reseller at no charge for evaluation purposes, then Section 1(a) above shall not apply to such Software and instead Customer is granted a non-production License to use such Software and the associated documentation solely for Customer’s own internal evaluation purposes for an evaluation period of up to thirty (30) days from the date of delivery of the Software, plus any extensions granted by SonicWALL in writing (the "Evaluation Period"). There is no fee for Customer’s use of the Software for nonproduction evaluation purposes during the Evaluation Period, however, Customer is responsible for any applicable shipping charges or taxes which may be incurred, and any fees which may be associated with usage beyond the scope permitted herein. NOTWITHSTANDING ANYTHING OTHERWISE SET FORTH IN THIS AGREEMENT, CUSTOMER UNDERSTANDS AND AGREES THAT EVALUATION SOFTWARE IS PROVIDED “AS IS” AND THAT SONICWALL DOES NOT PROVIDE A WARRANTY OR MAINTENANCE SERVICES FOR EVALUATION LICENSES, AND SONICWALL BEARS NO LIABILITY FOR ANY DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM USE (OR ATTEMPTED USE) OF THE EVALUATION SOFTWARE THROUGH AND AFTER THE EVALUATION PERIOD AND HAS NO DUTY TO PROVIDE SUPPORT TO CUSTOMER.

(e) Restrictions. Customer may not (i) modify, translate, localize, adapt, rent, lease, loan, create or prepare derivative works of, or create a patent based on the Software or any part thereof, (ii) make copies except as expressly authorized under this Agreement, (iii) copy the Software onto any public or distributed network, (iv) modify or resell the Software, use the Software in connection with the operation of any nuclear facilities, or use for purposes which are competitive to SonicWALL, or (v) except as expressly authorized in Section 2(c) above, operate the Software for use in any time-sharing, outsourcing, service bureau or application service provider type environment. Unless and except to the extent authorized in the applicable Documentation, Software provided with and/or as the Product, in part or whole, is licensed for use only in accordance with the Documentation as part of the Product, and Software components making up a Product may not be separated from, nor used on a separate or standalone basis from the Product. Each permitted copy of the Software and Documentation made by Customer hereunder must contain all titles, trademarks, copyrights and restricted rights notices as in the original. Customer understands and agrees that the Products may work in conjunction with third party products and Customer agrees to be responsible for ensuring that it is properly licensed to use such third party products. Any Software provided in object code form is licensed hereunder only in object code form. Except to the extent allowed by applicable law if located in the European Union, and then only with prior written notice to SonicWALL, Customer shall not disassemble, decompile or reverse engineer the Software in whole or in part or authorize others to do so. Customer agrees not to use the Software to perform comparisons or other "benchmarking" activities, either alone or in connection with any other software or service, without SonicWALL’s written permission; or publish any such performance information or comparisons.

(f) Third Party Software. There may be certain third party owned software provided along with, or incorporated within, the Products (“Third Party Software”). Except as set forth below, such Third Party Software shall be considered Software governed by the terms and conditions of this Agreement. However, some Products may contain other Third Party Software that is provided with a separate license agreement, in which case such Third Party Software will be governed exclusively by such separate license agreement ("Third Party License") and not this Agreement. Any such Third Party Software that is governed by a Third Party License, and not this Agreement, will be identified on the applicable Product page on SonicWALL’s website and/or in a file provided with the Product. Except as SonicWALL may otherwise inform Customer in writing, the Third Party License gives Customer at least the license rights granted above, and may provide additional license rights as to the Third Party Software, but only with respect to the particular Third Party Software to which the Third Party License applies. SUCH THIRD PARTY SOFTWARE UNDER A THIRD PARTY LICENSE IS PROVIDED WITHOUT ANY WARRANTY FROM SONICWALL AND ITS SUPPLIERS, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. Notwithstanding the foregoing, SonicWALL shall honor its warranty, maintenance and support obligations in respect to the SonicWALL Products regardless of whether the warranty, maintenance or support issue is caused in whole or in part by the Third Party Software provided by SonicWALL with the Product.

(g) Updates/Upgrades. If Customer purchases or otherwise is eligible to receive a Software update or upgrade, you must be properly licensed to use the Product identified by SonicWALL as being eligible for the update/upgrade in order to install and use the Software update/upgrade. A Software update/ upgrade replaces and/or supplements the Software Product that formed the basis for your eligibility for the update/upgrade, and does not provide you an additional License (copy) of the Software to use separately from the Software Product to be updated/upgraded. You may use the resulting updated/upgraded Product only in accordance with the terms of this Agreement.

(h) Activation Keys May Expire. Certain Products, including Security Services that provide regular ongoing updates for Software (e.g., Security Service consisting of anti-virus signature updates), may come with an activation key or license key (a key that must be entered to activate the Product, “Activation Key”). If the Activation Key for a Product is not activated within five (5) years from the date of issuance by SonicWALL, such Activation Key(s) may expire and no longer activate the Product. Products that come with an expiring Activation Key will operate for the contracted term of the License (or purchased Security Service), so long as the Activation Key is activated within five (5) years from SonicWALL’s date of issuance.

2. OWNERSHIP

SonicWALL and its licensors are the sole and exclusive owners of the Software, and all underlying intellectual property rights in the Hardware. All rights not expressly granted to Customer are reserved by SonicWALL and its licensors.

3. TERMINATION OF LICENSE(S)

All licenses to the Software hereunder shall terminate if Customer fails to comply with any of the provisions of this Agreement and does not remedy such breach within thirty (30) days after receiving written notice from SonicWALL. Customer agrees upon termination to immediately cease using the Software and to destroy all copies of the Software which may have been provided or created hereunder.

4. SUPPORT SERVICES

SonicWALL's current Support Service offerings ("Support Services") and the terms and conditions applicable to such Support Services are set forth in SonicWALL's Support Services Terms located http://www.sonicwall.com/us/support/Services.html and are incorporated herein by reference. Support Services may require an additional fee. Unless otherwise agreed to in writing, SonicWALL's Support Services are subject to SonicWALL's Support Services Terms which are in effect at the time the Support Services are purchased by Customer, and these terms and conditions will be incorporated herein by reference at that time. SonicWALL reserves the right to change the Support Services Terms from time to time by posting such changes on its website, which shall apply to any Support Services purchased on or after the date of such posting.

5. SONICWALL WARRANTY

(a) Warranty. SonicWALL warrants to Customer (original purchaser Customer only) that for the applicable warranty period ("Warranty Period") the Hardware will be free from any material defects in materials or workmanship and the Software, if any, will substantially conform to the Documentation applicable to the Software and the License purchased ("Limited Warranty"). Except as may indicated otherwise in writing by SonicWALL, the Warranty Period for Hardware is one year from the date of registration of the Hardware Product (or if sooner, seven days after initial delivery of the Hardware Product to Customer), and the applicable warranty period for Software is ninety days from the date of registration of the Software Product (or if sooner, seven days after initial delivery/download) of the Software Product to/by Customer. SonicWALL does not warrant that use of the Product(s) will be uninterrupted or error free nor that SonicWALL will correct all errors. The Limited Warranty shall not apply to any non-conformance (i) that SonicWALL cannot recreate after exercising commercially reasonable efforts to attempt to do so; (ii) caused by misuse of the Product or by using the Product in a manner that is inconsistent with this Agreement or the Documentation; (iii) arising from the modification of the Products by anyone other than SonicWALL; or (iv) caused by any problem or error in third party software or hardware not provided by SonicWALL with the Product regardless of whether or not the SonicWALL Product is designed to operate with such third party software or hardware. SonicWALL's sole obligation and Customer's sole and exclusive remedy under any express or implied warranties hereunder shall be for SonicWALL to use commercially reasonable efforts to provide error corrections and/or, if applicable, repair or replace parts in accordance with SonicWALL's Support Services Terms. Customer shall have no rights or remedies under this Limited Warranty unless SonicWALL receives Customer's detailed written warranty claim within the applicable warranty period.

(b) Disclaimer. EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH ABOVE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW SONICWALL HEREBY DISCLAIMS ON BEHALF OF ITSELF, ITS SUPPLIERS, DISTRIBUTORS AND RESELLERS ALL WARRANTIES, EXPRESS, STATUTORY AND IMPLIED, APPLICABLE TO THE PRODUCTS, SERVICES AND/OR THE SUBJECT MATTER OF THIS AGREEMENT, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE.

6. LIMITATION OF LIABILITY

The Products are not designed, manufactured, authorized or warranted to be suitable for use in any system where a failure of such system could result in a situation that threatens the safety of human life, including without limitation any such medical, life support, aviation or nuclear applications. Any such use and subsequent liabilities that may arise from such use are totally the responsibility of Customer, and all liability of SonicWALL, whether in contract, tort (including without limitation negligence) or otherwise in relation to the same is excluded. Customer shall

be responsible for mirroring its data, for backing it up frequently and regularly, and for taking all reasonable precautions to prevent data loss or corruption. SonicWALL shall not be responsible for any system downtime, loss or corruption of data or loss of production. NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT OR OTHERWISE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL SONICWALL, ITS SUPPLIERS, DISTRIBUTORS OR RESELLERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, LOST OR CORRUPTED DATA, LOST PROFITS OR SAVINGS, LOSS OF BUSINESS, REPUTATION, GOODWILL OR OTHER ECONOMIC LOSS OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, ARISING OUT OF OR RELATED TO THIS AGREEMENT, THE PRODUCTS OR THE SERVICES, WHETHER OR NOT BASED ON TORT, CONTRACT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND WHETHER OR NOT SONICWALL HAS BEEN ADVISED OR KNEW OF THE POSSIBILITY OF SUCH DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SONICWALL'S MAXIMUM LIABILITY TO CUSTOMER ARISING FROM OR RELATING TO THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNTS RECEIVED BY SONICWALL FOR THE PRODUCTS AND THE SERVICES PURCHASED BY CUSTOMER, PROVIDED THAT WHERE ANY CLAIM AGAINST SONICWALL RELATES TO PARTICULAR PRODUCTS AND/OR SERVICES, SONICWALL'S MAXIMUM LIABILITY SHALL BE LIMITED TO THE AGGREGATE AMOUNT RECEIVED BY SONICWALL IN RESPECT OF THE PRODUCTS AND/OR SERVICES PURCHASED BY CUSTOMER AFFECTED BY THE MATTER GIVING RISE TO THE CLAIM. (FOR MAINTENANCE SERVICES OR A PRODUCT SUBJECT TO RECURRING FEES, THE LIABILITY SHALL NOT EXCEED THE AMOUNT RECEIVED BY SONICWALL FOR SUCH MAINTENANCE SERVICE OR PRODUCT PURCHASED BY CUSTOMER DURING THE TWELVE (12) MONTHS PRECEDING THE CLAIM).

CUSTOMER EXPRESSLY AGREES TO THE ALLOCATION OF LIABILITY SET FORTH IN THIS SECTION, AND ACKNOWLEDGES THAT WITHOUT ITS AGREEMENT TO THESE LIMITATIONS, THE PRICES CHARGED FOR THE PRODUCTS AND SERVICES WOULD BE HIGHER.

7. GOVERNMENT RESTRICTIONS

Customer agrees that the Products provided under this Agreement, which may include technology and encryption, are subject to the customs and export control laws and regulations of the United States, may be rendered or performed either in the U.S., in countries outside the U.S., or outside of the borders of the country in which Customer or Customer’s system is located, and may also be subject to the customs and export laws and regulations of the country in which the Products are rendered or received. Customer agrees to abide by those laws and regulations. Customer agrees that it will not export or re-export the Products without SonicWALL's prior written consent, and then only in compliance with all requirements of applicable law, including but not limited to U.S. export control regulations. Customer has the responsibility to obtain any required licenses to export, re-export or import the Products. Customer shall defend, indemnify and hold SonicWALL and its suppliers harmless from any claims arising out of Customer’s violation of any export control laws relating to any exporting of the Products. By accepting this Agreement and receiving the Products, Customer confirms that it and its employees and agents who may access the Products are not listed on any governmental export exclusion lists and will not export or re-export the Products to any country embargoed by the U.S. or to any specially denied national (SDN) or denied entity identified by the U.S. Applicable export restrictions and exclusions are available at the official web site of the U.S. Department of Commerce Bureau of Industry and Security (www.bis.doc.gov). For purchase by U.S. governmental entities, the technical data and computer software in the Products are commercial technical data and commercial computer software as subject to FAR Sections 12.211, 12.212, 27.405-3 and DFARS Section 227.7202. The rights to use the Products and the underlying commercial technical data and computer software is limited to

those rights customarily provided to the public purchasers as set forth in this Agreement. The Software and accompanying Documentation are deemed to be "commercial computer software" and "commercial computer software documentation," respectively, pursuant to DFAR Section 227.7202 and FAR Section 12.212, as applicable. Any use, modification, reproduction, release, performance, display or disclosure of the Software and accompanying Documentation by the United States Government shall be governed solely by the terms of this Agreement and shall be prohibited except to the extent expressly permitted by the terms of this Agreement.

8. GENERAL

a) Governing Law and Venue. This Agreement shall be governed by and construed in accordance with the laws of the State of California, without giving effect to any conflict of laws principles that would require the application of laws of a different state. The parties agree that neither the United Nations Convention on Contracts for the International Sale of Goods, nor the Uniform Computer Information Transaction Act (UCITA) shall apply to this Agreement, regardless of the states in which the parties do business or are incorporated. Any action seeking enforcement of this Agreement or any provision hereof shall be brought exclusively in the state or federal courts located in the County of Santa Clara, State of California, United States of America. Each party hereby agrees to submit to the jurisdiction of such courts. Notwithstanding the foregoing, SonicWALL is entitled to seek immediate injunctive relief in any jurisdiction in the event of any alleged breach of Section 1 and/or to otherwise protect its intellectual property.

b) Assignment. Except as otherwise set forth herein, Customer shall not, in whole or part, assign or transfer any part of this Agreement or any rights hereunder without the prior written consent of SonicWALL. Any attempted transfer or assignment by Customer that is not permitted by this Agreement shall be null and void. Any transfer/assignment of a License that is permitted hereunder shall require the assignment/transfer of all copies of the applicable Software along with a copy of this Agreement, the assignee must agree to all terms and conditions of this Agreement as a condition of the assignment/transfer, and the License(s) held by the transferor Customer shall terminate upon any such transfer/assignment.

c) Severability. If any provision of this Agreement shall be held by a court of competent jurisdiction to be contrary to law, such provision will be enforced to the maximum extent permissible and the remaining provisions of this Agreement will remain in full force and effect.

d) Privacy Policy. Customer hereby acknowledges and agrees that SonicWALL’s performance of this Agreement may require SonicWALL to process or store personal data of Customer, its employees and Affiliates, and to transmit such data within SonicWALL or to SonicWALL Affiliates, partners and/or agents. Such processing, storage, and transmission may be used for the purpose of enabling SonicWALL to perform its obligations under this Agreement, and as described in SonicWALL’s Privacy Policy (www.SonicWALL.com/us/Privacy_Policy.html, “Privacy Policy”) and may take place in any of the countries in which SonicWALL and its Affiliates conduct business. SonicWALL reserves the right to change the Privacy Policy from time to time as described in the Privacy Policy.

e) Notices. All notices provided hereunder shall be in writing, delivered personally, or sent by internationally recognized express courier service (e.g., Federal Express), addressed to the legal department of the respective party or to such other address as may be specified in writing by either of the parties to the other in accordance with this Section.

f) Disclosure of Customer Status. SonicWALL may include Customer in its listing of customers and, upon written consent by Customer, announce Customer's selection of SonicWALL in its marketing communications.

g) Waiver. Performance of any obligation required by a party hereunder may be waived only by a written waiver signed by an authorized representative of the other party, which waiver shall be effective only with respect to the specific obligation described therein. Any waiver or failure to enforce any provision of this Agreement on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

h) Force Majeure. Each party will be excused from performance for any period during which, and to the extent that, it is prevented from performing any obligation or service as a result of causes beyond its reasonable control, and without its fault or negligence, including without limitation, acts of God, strikes, lockouts, riots, acts of war, epidemics, communication line failures, and power failures.

i) Audit. Customer shall maintain accurate records to verify compliance with this Agreement. Upon request by SonicWALL, Customer shall furnish (a copy of) such records to SonicWALL and certify its compliance with this Agreement.

j) Headings. Headings in this Agreement are for convenience only and do not affect the meaning or interpretation of this Agreement. This Agreement will not be construed either in favor of or against one party or the other, but rather in accordance with its fair meaning. When the term “including” is used in this Agreement it will be construed in each case to mean “including, but not limited to.”

k) Entire Agreement. This Agreement is intended by the parties as a final expression of their agreement with respect to the subject matter hereof and may not be contradicted by evidence of any prior or contemporaneous agreement unless such agreement is signed by both parties. In the absence of such an agreement, this Agreement shall constitute the complete and exclusive statement of the terms and conditions and no extrinsic evidence whatsoever may be introduced in any judicial proceeding that may involve the Agreement. This Agreement represents the complete agreement and understanding of the parties with respect to the subject matter herein. This Agreement may be modified only through a written instrument signed by both parties.

Third-party Packages

The Aventail E-Class SRA software includes the following third-party software packages:

DHCP client:
http://roy.marples.name/projects/dhcpcd

Heimdal kerberos libraries:
http://www.h5l.org/

Cyrus SASL libraries:
http://asg.web.cmu.edu/sasl/sasl-library.html

SSH library:
http://www.libssh2.org/

OpenLDAP libraries:
http://www.openldap.org/

Apple ZeroConf responder:
http://opensource.apple.com/source/mDNSResponder/

Balabit Syslog-NG server:
http://www.balabit.com/

SSH daemon:
http://www.openssh.org/

SSL libraries:
http://www.openssl.org/

Regular expression library:
http://www.pcre.org/

Tiny SSH daemon for recovery:
https://matt.ucc.asn.au/dropbear/dropbear.html

MIT license:
http://en.wikipedia.org/wiki/MIT_license

URL retrieval library:
http://curl.haxx.se/

Java logging library:
http://www.slf4j.org/

XML/XSLT parsing library:
http://www.xmlsoft.org/

Java crypto library:
http://www.bouncycastle.org/

INI parsing library:

http://ndevilla.free.fr/iniparser/

Java HTML library:
http://jsoup.org/

RADVD specific license:
http://cvs.litech.org/viewcvs/radvd/COPYRIGHT?rev=1.2&view=markup

IPv6 routing daemon:
http://www.litech.org/radvd/

NTP specific license:
http://www.eecis.udel.edu/~mills/ntp/html/copyright.html

NTP daemon:
http://www.ntp.org/

SNMP specific license:
http://www.net-snmp.org/about/license.html

SNMP libraries & daemon:
http://www.net-snmp.org/

LZ4 compression:
http://fastcompression.blogspot.com/p/lz4.html